

Program Support Specialist

Position Title: **Program Support Specialist**

Reports to: **Director of Programs**

Department: **Programs**

Date: **11/2/22**

General Purpose

Rocky Mountain Children's Health Foundation (RMCHF) is a nonprofit organization that supports sick children, infants, and their families. We are seeking a dynamic, organized team member to assist with coordinating data management and reporting for our main programs: Patient & Family Assistance, Bulk Inventory and Delivery System (BIDS), the Stink Bug Project, and PAWS for RMHC. This person will help manage the flow of information and services through our Programs team, supporting our Apricot database for Programs and our Mothers' Milk Bank, generate timely reports regarding use, and uphold day-to-day needs of the department. They will play a crucial role in our programs' success and in supporting our organization's mission as a whole.

Essential Duties/Responsibilities

- › Coordinates referrals from partners to fulfill Patient & Family Assistance requests, working closely with the Director of Programs and directly with referring partners.
- › Manages Apricot Data Management system, including form and data set-up, queries, data integrity and reporting.
- › Coordinates reporting needs with other departments, ensures reports are effectively set up, and delivers reports as needed.
- › Ensures timeliness, consistency, and accuracy of data in Apricot and provides staff and guest users ongoing training and technical assistance as needed.
- › Along with other members of the Programs team, assists with coordination regarding Stink Bug Project dog adoption applications and family matching, as well as maintenance of records regarding program.
- › Maintains contact lists and database information for program recipients, referral partners, etc.
- › Works with Programs Logistics Manager to maintain Apricot BIDS inventory data and reporting of distribution of bulk items to partner organizations.
- › Work with Director of Programs to identify and onboard new partner organizations and referring individuals.
- › Assists with delivery of bulk inventory items and other programs-related materials to partner facilities and recipients throughout the Denver Metro Area.
- › Works with Apricot vendor Bonterra to maintain data reporting protocols and best practices for data extraction, reporting and analysis, and implementation of program upgrades.
- › Other duties as assigned.

Requirements:

Knowledge, Skills, and Ability:

- › An efficient team player who is capable of handling multiple projects at once
- › An appreciation for our mission and the value of our work in the community

- › A problem solver who can help identify creative solutions as unique needs arise
- › An effective communicator with the ability to represent the organization to new partners, volunteer and service groups, potential donors, and anyone with an interest in helping us serve pediatric patients and their families to thrive
- › Knowledge of computer operations/software/databases, including database management skills and ability to learn new software as needed
- › Knowledge of medical care system and treatment protocols is preferred.
- › An ability to perform complex tasks including data collection, analysis, and interpretation.
- › Access to a car to make deliveries and pickups is required.

Education or Formal Training:

- › High school degree required; some college preferred

Working Environment

- › Works well in a high-paced environment
- › Monday to Friday work required

Physical Activities

- › Able to stand and move adeptly during course of day
- › Position requires significant standing and reaching
- › Able to lift up to 50 lbs
- › Possession of valid driver license and ability to make deliveries and pickups as needed.

Benefits and Rewards:

- › Hourly, non-exempt position. Starting pay range: \$24-26/hour, commensurate with experience
- › Opportunity for hybrid work schedule with up to 2 days working from home
- › Comprehensive health, dental, and vision insurance
- › 401K with employer match
- › Additional benefits, including short-term disability, life insurance, and long-term disability and accident insurance
- › Opportunity for an annual bonus, based on performance and availability

How to apply:

Please submit resume and cover letter to Jodye Whitesell at Jodye.Whitecell@rmchildren.org.

**Note: This job description is not intended to be an exhaustive list of all duties, responsibilities, or qualifications associated with the job. Employees are responsible for all aspects of the position.*

We do not discriminate on the basis of race, color, religion, national origin, sex, age, disability, genetic information, or any other status protected by law or regulation. It is our intention that all qualified applicants are given equal opportunity and that selection decisions be based on job-related factors.