

Date Posted: 04/11/12

**University of Houston
Graduate College of Social Work**

JOB OPPORTUNITY POSTING

Job Title: Navigator, Emotional Support Services (temporary, part-time)

Employer/Agency: LIVESTRONG
The LIVESTRONG Navigation Center serves as the primary centralized resource within the greater Austin community for health system and community providers and those individuals dealing with cancer to access needed services in an efficient manner. This part-time temporary Navigator, Emotional Support Services will support the Navigation Services team by providing emotional support and counseling services to navigation clients.

Job Description: The part-time temporary Navigator, Emotional Support Services supports people affected by cancer, including cancer survivors, their family and loved ones as well as health care professionals that contact LIVESTRONG looking for psychosocial support, resources or information related to a cancer diagnosis. The Navigator, Emotional Support Services serves as the primary contact for the online, and phone psychosocial support.

- Provide direct emotional support with cancer survivors through phone and email interactions, preferably in English and Spanish.
- Track contacts and referrals and provide regular reporting on client interactions and outcomes.
- Work closely with external partners through regular communication, education and collaboration.
- Maintain high level of working knowledge of partner services and local and national resources.
- Work closely with multiple teams across LIVESTRONG to ensure all processes are seamless and effective and communication is clear.
- Be knowledgeable, aware and able to discuss LIVESTRONG resources and services for people affected by cancer.
- Effectively problem solve by identifying and resolving issues, and developing plans and goals to reach a supportive outcome.
- Effectively plan for multiple demands including daily job duties, meetings and a large volume of external contacts.
- Perform other duties as assigned.

Qualifications:

- Knowledge of nonprofit sector with a passion for the LIVESTRONG mission.
- Motivated by service, humility and compassion for helping people.
- Possess a creative and innovative approach to work.
- Embrace change and move forward in a positive and meaningful way.
- Act as a generalist and perform tasks and functions in many areas.
- Able to work cross-functionally and collaboratively across departments and teams.
- Success in customer-oriented roles, both internally and externally.
- Expert in providing psychosocial counseling during crisis situations
- Degree in a social work, counseling or other related field. Additionally, licensure (e.g. LMSW, LCSW or LPC) and a minimum of 2 years of work experience are required. Experience with oncology counseling is preferred.
- Expertise working with diverse populations across the cancer continuum.
- Ability to establish and maintain appropriate professional boundaries with all contacts, as demonstrated by maintaining confidentiality and knowing when to make appropriate referrals for long-term psychotherapeutic interventions.
- Fluency in both written and oral Spanish communications strongly preferred.
- Proven excellence in interpersonal relationship skills and oral and written communication skills.

Salary/Hours: DOE

Employer/Agency: LIVESTRONG
Address: 2201 E. Sixth Street
City, State, Zip: Austin, TX 78702

Application Method: To join our LIVESTRONG global movement, please apply online at <https://home.eease.com/recruit/?id=1377401>.

Opening Date: Immediate

If your response to this job posting results in successful employment, please email the GCSW Office of Alumni and Career Services at [mswjobs@sw.uh.edu](mailto:majobs@sw.uh.edu) with the hiring details of your new job opportunity. Thank you