

Job Title: Membership and Outreach Coordinator, West Michigan Site

Details: Hourly, Part time, Full time potential. Paid time off, paid holidays, Simple IRA match.

Compensation based on experience and qualifications.

Reports to: Executive Director, West Michigan Site

Children's Healing Centers (CHC) are the nation's first recreational centers for kids with weak immune systems. With sites in Grand Rapids and Ypsilanti Township, Michigan, we provide social and emotional healing in a germ-free environment. The Centers are safe havens for kids ages 0 to 26, and their families, to step away from the stress of a complex medical diagnosis to just have fun! We break down the barriers of isolation and make play possible.

The Membership and Outreach Coordinator responsibilities include:

Grow prospect and current members

- Develop initiatives to recruit and engage families alongside Membership Manager
- Responsible to achieve member visit and usage targets.
- Call and email prospects and members to invite to programs.
- Assist in creating member communication materials (monthly newsletters)
- Track effectiveness in member database.

Can you work within a team to increase participation from our member families? Can you clearly communicate via email and phone?

Plan and execute programs

- Plan and execute developmentally appropriate programs for kids and parents.
- Adjust programs according to size and age of participants.
- Lead volunteers to execute programs.

Can you engage member kids and parents through play and conversation to create friendships? Can you organize volunteers to help with planned activities and maintain a safe place for our members?

Cultivate Community and Referral Partners

- Seek out businesses, groups, and community organizations for referrals and program partnerships.

Can you connect with individuals on a one-to-one basis through storytelling and with authenticity? Can you speak confidently in front of small and medium sized groups? Are you comfortable reaching out to new people?

Other duties as needed to operate a Center

- Sharing about the Center with family, friends and community organizations.
- Covering other staff roles when team members are out.

Are you willing to help wherever needed on a small team?



Qualifications:

- Bachelor's Degree preferred in related field.
- Strong communication and writing skills.
- Experience working with kids and young adults. Ability to manage Center in emergency situation.
- Fluency in both Spanish and English (written and verbal) is a plus.
- Experience with Office 365 and computer software (i.e. CRM, Word, Excel, SharePoint, Constant Contact).
- Must work minimum of a weekly night shift and two weekends a month (non-summer). Committed to a nontraditional work schedule.
- Physical demands include to stoop, kneel, climb/ position oneself at kids' level, move throughout Center to oversee programs and lift/ move 25-45 lbs.
- Access to reliable transportation for community outreach efforts (ex. program material drop-offs at medical offices).

Key Characteristics for CHC staff:

- Welcoming and engaging person, inclusive of everyone
- Passionate and committed to serving immune compromised children and their families
- Relational individual with ability to connect to both kids and adults and build trust
- Ability to put others before self, listen before talking, meet others where they are at
- Willing to do whatever is needed to make the organization a success
- Self-starter with the ability to generate and prioritize work for themselves
- Continual learner, comfortable executing projects outside of knowledge area
- Team player—believes that partnerships strengthen, everyone has valuable skills
- Can handle sensitive information with integrity and confidentiality

Children's Healing Center is an equal opportunity employer.

Please send cover letter and resume to Autumn Haan at ahaan@childrenshealingcenter.org



childrenshealingcenter.org