



DIRECTOR OF SUPPORT SERVICES AND EDUCATION

POSITION DESCRIPTION

The Director of Support Services and Education is a full-time employee of the Les Turner ALS Foundation and reports to the Chief Executive Officer. Primary duties include directing and overseeing all support services including social services and community educational programs, liaising with the Lois Insolia ALS Clinic at the Les Turner ALS Center at Northwestern Medicine and directing the case management of people with ALS, overseeing a team of nurses, social workers and counselors.

This position is the Foundation's primary contact with people living with ALS, family members and healthcare professionals, providing education and referrals and acting as the Foundation's representative to the ALS community.

DUTIES AND RESPONSIBILITIES

1. Supervisor of the Support Services Team. Hire, train, lead and manage members of the Support Services Team. Manage the team to assure good time management and best practices for case management of people living with ALS and their families. Conduct annual personnel reviews and make suggestions to the CEO for compensation and benefits.
2. Act as liaison between the Foundation and the Lois Insolia ALS Clinic at the Les Turner ALS Center at Northwestern Medicine. Work closely with clinic leadership to improve staffing and services to the ALS community. Provide information to patients and families about the Foundation and its services, provide feedback and resolve issues to and from patients and families and the clinic staff.
3. Identify and share current research and educational information important to the ALS community, including people living with ALS, their families, donors and medical professionals, across all media platforms and in-service presentations.
4. Represent the Foundation at industry conferences, including NEALS, International ALS/MND Alliance, ALS Association, National ALS Registry meetings and others, as needed. Present at least annually at such meetings and encourage and coach other support services team members to present at these meetings.
5. Oversee the Foundation's National ALS Registry Associate and coordinate activities with the ATSDR in administering the Foundation's partnership with the Registry.

6. Develop and administer, with input from the Support Services Team, all ALS assistance grant programs.
7. Manage the Foundation's bank of augmentative communication and durable medical equipment and work with equipment vendors to secure state-of-the-art assistive technology.
8. Oversee the Director of Social Services, who runs the Foundation's social service programs, including monthly support group meetings, family activities, camps and other social services programs.
9. Work with appropriate Foundation or Northwestern clinic and research staff on educational programs, such as the research symposium, clinical conferences, annual patient education meetings and annual remembrance program.
10. Serve as staff liaison to the Support Services Committee.
11. Participate and report at Board meetings

QUALIFICATIONS AND COMPETENCIES

- Registered nurse with active license and malpractice insurance required. Masters' degree in public health or health systems management preferred. Minimum of a bachelor's degree with at least 10 years of experience in patient care and/or programmatic management, preferably with a neurology, respiratory, hospice, or related background.
- Possess a level of comfort and compassion in working with people and families affected by ALS.
- Demonstrate strong analytical and creative thinking, problem solving and communication skills (both written and oral) with a demonstrated attention to detail and strong self-management skills.
- Proven supervisory experience and ability to successfully handle multiple projects, meet critical deadlines and work independently, as well as part of a team.
- Possess an ability to interact professionally with people with ALS and their and families, medical professionals, potential donors, vendors, volunteers and board members.
- Must have car and valid driver's license
- Flexibility to attend evening and/or weekend meetings and/or events
- Computer proficiency

About the Les Turner ALS Foundation:

Founded in 1977, the Les Turner ALS Foundation is the leader in comprehensive ALS care in Chicagoland. Although we're one of the nation's largest independent ALS groups in the country, we treat each person like family and we're committed to supporting them every step of the way. Our individualized approach ensures each person living with the disease receives the best quality of care, and our local community of support provides their loved ones with answers and encouragement. The Les Turner ALS Center at Northwestern Medicine is led by the most well-respected and successful clinicians and researchers in the field, advancing vital care and research in pursuit of life enhancing treatments and a cure.

The Director of Support Services and Education is a full-time, salaried, executive exempt position. The Foundation complies with the Fair Labor Standards Act and the Americans with Disabilities Act.