

Gilda's Club Metro Detroit

Program Manager, Royal Oak Clubhouse

About Gilda's Club Metro Detroit

Gilda's Club Metro Detroit is a free cancer support community for anyone impacted by a cancer diagnosis, including individuals diagnosed, their loved ones, and those who have lost someone to cancer. We serve individuals of all ages, genders, and cancer types through our five pillars of care: support groups, healthy lifestyle activities, educational presentations, social events, and resources/referrals.

Our work and culture are guided by our core values:

- **Mission-Driven Passion:** Every decision, every moment, we clear the fog so no one facing cancer is alone. We bring fullness and confidence to our families and each other.
- **Always Finds a Way:** Cancer teaches us that there is no easy path. Identifying challenges and finding solutions is essential to finding a path forward.
- **Leads with Compassion:** Our compass must be aimed at kindness and the well-being of the voice in front of us – whether that be a member, our colleagues or a community partner.
- **Unwavering Respect:** Cancer does not discriminate and neither will we. With open hearts and open minds, we serve.

Position Overview

The Program Manager will utilize their clinical skills, adapted to the Gilda's Club program philosophy, as a core member of our Program Team and broader staff.

Reporting to the Program Director, the Program Manager will take ownership of our longest standing, continuously growing location in Royal Oak. This role encompasses facilitating, developing, and coordinating support groups, workshops, and educational programs, while maintaining the overall energy, operations, and creative vision of the Royal Oak Clubhouse.

Essential Responsibilities

- **Schedule & Availability:** Requires regular presence on Tuesday and Wednesday evenings at the Royal Oak Clubhouse, with flexibility for occasional weekend programming and special events.

- **Typical weekly schedule below:**
 - **Monday:** 10am – 5pm
 - **Tuesday:** 10am – 8pm
 - **Wednesday:** 10am – 8pm
 - **Thursday:** 10am – 5pm
 - **Friday:** Work from home - 10am – 4pm
- **Program Leadership & Operations:** Oversee all programming at the Royal Oak location across all 5 pillars of care, ensuring alignment with Gilda's Club philosophy and achieving quarterly program measurables.
- **Program Coordination & Logistics:** Lead preparation, setup, and teardown for programs (ability to lift 25 lbs. required). Staff and volunteer support for larger event setups as needed.
- **Continuity of Care & Community Representation:** Serve as the welcoming face and reliable primary contact for Royal Oak programming, building strong relationships and providing consistent, compassionate support for members.
- **Clinical Documentation & Supervision:** Complete required program notes for all weekly groups in a timely manner. Actively participate in individual and group clinical supervision sessions.
- **Outreach & Growth:** Partner with the Development and Community Engagement teams to expand programming and drive health equity initiatives. Participate in outreach events, hospital visits, and public speaking engagements to build membership and foster referral networks.
- **Data & Administration:** Complete member data entry, program tracking, and required administrative documentation within established procedural deadlines.
- **Facilitator & Volunteer Oversight:** Supervise, support, and mentor group facilitators, volunteers, and interns as needed.
- **Quarterly Strategic Priorities:** Identify, execute, and track key quarterly priorities aligned with the organization's strategic plan.
- **Team & Operations Support ("We Are One"):** Support Gilda's Club Metro Detroit fundraising initiatives and assist with general housekeeping duties required to open, close, and maintain the Royal Oak Clubhouse facility.

Position Qualifications

- **Education:** Master's degree in a mental health field (MSW, MA/MS in Counseling, Psychology, etc.).
- **Experience:** Minimum of 3 years of experience in the mental health field; experience in oncology or health-related settings preferred.
- **Mission Alignment:** Demonstrated commitment to Gilda's Club mission, core values, and program philosophy.

- **Community Engagement:** Knowledge of the local community, regional cancer support services, and healthcare network resources for outreach efforts.
- **Diversity & Inclusion:** Proven history of working effectively with diverse populations and a strong commitment to fostering diversity among staff and members.
- **Technical Skills:** Proficiency in Microsoft Office Suite and hybrid presentation/meeting technology.

Personal Characteristics

The ideal candidate will embody the following attributes:

- **Visionary & Empathic Leader:** Deeply committed to the Gilda's Club mission and energized by its growth and community impact.
- **Relational & Compassionate:** People- and team-oriented with an exceptional ability to connect with others, conveying sensitivity, empathy, warmth, and grace.
- **Organized Multi-Tasker:** Highly organized, detail-oriented, and able to manage multiple projects, priorities, and interpersonal relationships effectively.
- **Active Listener & Problem Solver:** Thoughtful, attentive, and proactive in resolving challenges (always finding a way).
- **Driven & Adaptable:** A high-energy, self-motivated self-starter who takes pride in ownership and thrives with flexible hours.
- **Team Player of High Integrity:** Flexible, creative, mature, and self-confident, bringing sound judgment, a sense of humor, and a collaborative spirit that complements our existing team.
- **Mission-Driven Passion:** A genuine passion for emotional health, grief support, and empowering families navigating a cancer journey.