### Job Title
Patient Liaison

### Employer/ Agency
Kidney Cancer Association

### Job Description
The Kidney Cancer Association’s Patient Liaison will be the first point of contact for patients, caregivers, loved ones and healthcare professionals who contact the KCA’s Patient Navigator Program in need of support, education and resources. The Patient Navigator Program is a place for anyone affected by kidney cancer to receive personalized information, resources, and education. The Patient Liaison will lead the day-to-day operations of the Patient Navigator Program, assist with program development needs, and is responsible for providing comprehensive information, resources and ongoing one-on-one support utilizing a case-management skill set. The Patient Liaison will be located at the Kidney Cancer Association headquarters in Houston, TX.

### JOB ROLE & RESPONSIBILITIES
- Assist and communicate with patients, caregivers, and healthcare professionals via phone, email and written correspondence from the Patient Navigator Program in an empathetic, professional and timely manner
- Provide individualized assistance and ongoing support to those who contact the Patient Navigator Program by providing information and relevant resources based on the individual requests
- Develop and manage the Patient Navigator Program resource library
- Input and track all Patient Navigator Program data for program monitoring and evaluation
- Participate in training and other learning opportunities to expand kidney cancer knowledge
- Encourage and facilitate access to other KCA patient programs as well as participation in the organization through donating, advocating and attending events
- Support Senior Director, Patient Initiatives with program development needs
- Other duties as assigned

### Qualifications
- Bachelor’s degree in social work, case management, or health-related field preferred
- Experience in a healthcare, non-profit or social service setting preferred
- Experience with patient care and support, oncology knowledge, and program development a plus
- Strong desire to educate, support and improve outcomes for those affected by kidney cancer in an innately compassionate and empathetic way
- Ability and willingness to learn and understand scientific and medical information
- Excellent organizational skills, strong attention to detail, ability to multi-task
- Excellent verbal and written communication skills
- Strong relationship-building, interpersonal, and customer service skills
- Strong ability to perform independent research and make decisions regarding content and resources that are appropriate to provide to patients and caregivers
- Ability to identify gaps and notice trends in conversations
- Willing to travel as required.

<table>
<thead>
<tr>
<th>Salary/Hours</th>
<th>Salaried position; hours 9:00 a.m. to 5:00 p.m.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employer/Agency</td>
<td>Kidney Cancer Association</td>
</tr>
<tr>
<td>Address</td>
<td>2929 Allen Parkway Ste 200</td>
</tr>
<tr>
<td>City, State, Zip</td>
<td>Houston, TX 77019</td>
</tr>
<tr>
<td>Contact Person</td>
<td>Courtney Firak</td>
</tr>
<tr>
<td>Contact Title</td>
<td>Senior Director, Patient Initiatives</td>
</tr>
<tr>
<td>Telephone Number</td>
<td>847-332-1051</td>
</tr>
<tr>
<td>Email Address</td>
<td><a href="mailto:cfirak@kidneycancer.org">cfirak@kidneycancer.org</a></td>
</tr>
<tr>
<td>Application Method</td>
<td>Email cover letter and resume to Courtney Firak</td>
</tr>
<tr>
<td>Opening Date</td>
<td>Immediate</td>
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</tbody>
</table>