Job Title: Patient Assistance Program (PAP) Coordinator  
Reports To: Executive Director  
Classification: Exempt  
Position length: 1 year; can be extended depending on the program’s funding and organizational needs

About Us:

The American Transplant Foundation is a 501(c) (3) non-profit organization. Our mission is to save lives by reducing the growing list of women, men, and children who are waiting for a transplant. We believe that maximizing living organ donation is the most effective way to fulfill our mission.

Our Patient Assistance Program is designed to provide lifesaving monetary assistance for the most vulnerable patients with significant financial hardship. We are growing rapidly due in large part to our focus to provide great service to our community of living donors, transplant patients, and their families. **As part of this growth we are looking for a talented and empathetic PAP Coordinator to make a tremendous difference in the lives of transplant patients and living donors.**

Through our new mentorship initiative, the Foundation is furthering our dedication by helping living donors and transplant recipients develop a support community that results in a positive, proactive impact in the transplant community. This initiative will allow kidney and liver transplant recipients, living donors and their loved ones to positively share education, wisdom and experiences with another individual embarking on a similar transplant journey. Mentors will lend support, empathy and guidance while helping patients navigate the system, evaluate their options and create their own support systems.

Who We Are Looking for:

- **First-hand experience as a living donor or transplant recipient** that empowers you with the empathy to understand the exact needs of all those touched by transplant.

- **Providing outstanding service to our community is critical.** We take great pride in attempting to ensure that every person we work with is 100% satisfied. You will help us here.

- **Words that people associate strongly with you would include** “compassionate” “nurturing” “empathetic” and “good listener”.

- **You're comfortable in an environment where you have to juggle many simultaneous tasks,** maintain CRM databases, and pay close attention to detail in order to ensure that the community we work with receives the best help possible.

- **Our workplace culture and values appeal to you.**
Job Summary/Responsibilities: This position involves the upkeep and coordination of the American Transplant Foundation’s Patient Assistance Program. The Coordinator will work closely with the American Transplant Foundation staff to ensure the success of the existing program and will be responsible for implementing the launch of the mentorship component of the program.

Responsibilities include:

- Create, organize and maintain PAP database, including mentor/mentee database.
- Manage a caseload of 10-15 mentor/mentee pairings per month.
- Manage a caseload of 6-12 PAP applications per month.
- Maintain partner database.
- Assist with creating marketing and educational materials for PAP.
- Assist with tasks related to launching the mentorship program.
- Recruit and train volunteers from the community.
- Organize volunteer training sessions and volunteer events.
- Assist in other programmatic functions as required.
- Provide administrative support for ongoing projects.
- Perform related duties and assist with special projects as assigned.

Salary and Benefits
Salary for this position is $28,000-$30,000.
Benefits include health insurance, paid holidays, vacation.

Job Qualifications

- **Preferred Experience:** Nonprofit experience preferred. Volunteer management background, CRM database management, and program development experience.

- **Knowledge, Skills, Abilities:** Strong communication skills, written and verbal. Competence in Microsoft Office programs, including MS Word and Excel. General knowledge of the transplantation process, ability to coordinate mentors and mentees.

- **Personal Characteristics:** Exceptionally strong organizational, interpersonal and communication skills; demonstrates creativity, flexibility, and comfort in working with diverse populations. Ability to listen and ask in-depth questions.

- Living donor or transplant recipient is strongly preferred.

To Apply

Please submit your resume, cover letter and salary requirements to Anastasia Darwish at anastasia@americantransplantfoundation.org.