



COMMUNITY SERVICES COORDINATOR

Full time - Non-exempt



ABOUT NAF

Ataxia is a rare neurological disease affecting tens of thousands of people in the US and many thousands more around the world. It is progressive, affecting a person's ability to walk, talk, and use fine motor skills.

The National Ataxia Foundation (NAF) was established in 1957 to help persons with Ataxia and their families. Our mission is to accelerate the development of treatments and a cure while working to improve the lives of those living with Ataxia. NAF's vision of a world without Ataxia will be accomplished through our primary programs of funding Ataxia research, providing vital programs and services for Ataxia families, and partnering with pharmaceutical companies in the search for treatments and a cure. We work closely with the world's leading Ataxia researchers and clinicians, promoting exchanges of ideas and innovation in Ataxia discovery.

Company Profile

Location
Minneapolis, MN

Size
21 staff members

FY 2023 Revenue
\$4.2 million



VISION

A world without Ataxia.

MISSION

To accelerate the development of treatments and a cure while working to improve the lives of those living with Ataxia.

ENSURING THAT NO ONE EXPERIENCES ATAXIA ALONE, UNTIL NO ONE EXPERIENCES ATAXIA, PERIOD.

Core Values

NAF's values are grounded in our passion and empathy for the Ataxia community.

- **Caring** – We respect one another and those living with Ataxia.
- **Motivated** – We use our passion to inspire our community to act NOW!
- **Collaborative** – We evolve together and support each other to achieve our mission.
- **Impactful** – We listen to our members to build creative, meaningful programs.
- **Accountable** – We are transparent in our words, actions, and results.





FISCAL YEAR 2023 HIGHLIGHTS

- **\$2.7M+** spent on research and drug development initiatives
- **\$1.1M+** spent on education and support programs
- **78%** of our expenses **directly support** the programs we offer
- **16 Ataxia research grants** awarded
- **136 local support group meetings** hosted
- **86 advocacy meetings** with members of Congress
- Funded **327 clinical assessments** and enrolled **89 new participants** in the natural history study for Ataxia.

WAYS WE FULFILL OUR MISSION





POSITION DETAILS



Community Services Coordinator

Reports to Community Services Director
Full time, Non-exempt

Compensation

\$52,000 to \$56,000

Location

All work is performed remotely. Applicants must have reliable internet service from their location.

Position Summary

The Community Services Coordinator plays a crucial role in the management and enhancement of the organization's network of support groups, aiming to improve the quality of life for individuals and families affected by Ataxia. They will oversee support group operations, build and maintain relationships with group leaders, and ensure the availability of educational resources. Additionally, the role involves leading advocacy efforts, participating in educational events, and driving strategy and communication initiatives for support programs in collaboration with the Community Services Director. The ideal candidate will bring a compassionate approach, coupled with strong organizational, communication, and interpersonal skills, to effectively support and expand the impact of our community services.

Qualifications

The successful candidate will be a Licensed Social Worker (or equivalent work experience) with 3-5 years of experience working with clients affected by complex medical issues. Bilingual fluency in Spanish or other language is a plus.



Competencies

To be successful in this role, candidates should possess the following skills:

- **Empathy and Compassion** – Passionate about enhancing the quality of life for individuals and families impacted by Ataxia. Exhibits a keen ability to empathize with others, approaching all interactions with kindness and a deep concern for the well-being of the Ataxia community.
- **Organization** – Exceptional organizational and analytical skills are crucial, with a proven ability to multitask and meet tight deadlines effectively.
- **Communication** – Must possess outstanding oral, written, and group communication skills. Should be adept at listening effectively and tailoring communications to the needs of the individual.
- **Interpersonal** – Has the ability to engage professionally and effectively with both colleagues and members of the Ataxia community, fostering positive interactions.
- **Cultural** – Demonstrates a deep understanding and respect for diversity in all its forms, including race, ethnicity, gender identity, sexual orientation, socio-economic status, age, physical ability or disability, and religious or political beliefs. This insight is essential to delivering appropriate and sensitive services to the Ataxia community.
- **Critical Thinking** – Skilled at evaluating complex situations thoughtfully and developing innovative solutions that align with the mission of NAF.
- **Technical** - Proficiency with Microsoft Office 365 applications; particularly Excel, Word, Outlook, Teams and SharePoint, is essential. Experience with, or the aptitude to quickly learn project management tools, Facebook group management, and donor databases is required.



Responsibilities

Support Group Program

- Oversee and enhance the organization's network of support groups.
- Foster strong relationships with support group leaders through regular communications.
- Engage with support group leaders via one-on-one meetings, newsletters, social media, virtual workshops, and by attending support group meetings.
- Record interactions with support group leaders in the organization's database.



Support Group Program (continued)

- Collect details and promote support group meetings and events.
- Update and manage contact information and mailing lists for support groups.
- Curate and update educational resources for support group leaders and members on managing ataxia, daily living tips, and peer support on the NAF website.
- Manage the distribution of marketing materials, such as business cards and brochures, to support group leaders.
- Collaborate with the Community Services Director to develop and implement strategies to strengthen support groups that need assistance.
- Design and oversee the strategy, communications, training, and policies for the support group program in conjunction with the Community Services Director.

Advocacy Activities

- Stay informed about the organization's Advocacy Activities.
- Participate and be a Team Lead during the Annual Hill Day.

Education Events

- Attend webinars and other educational materials to gain general knowledge of ataxia
- Collaborate with staff, speakers, volunteers, and vendors to coordinate event logistics.
- Prepare and organize supplies for educational events.
- Participate in the Annual Ataxia Conference as assigned.

Additional Duties

- Travel 4-6 times per year for required internal and external meetings (all travel expense is paid).
- Proactively seek and engage in opportunities for professional development, including subscribing to relevant professional resources.
- Provide crisis intervention or mediation as needed, on an occasional basis.



Benefits Offered

- Medical, Dental and Vision Insurance
- Healthcare flexible spending accounts, FSA or HSA
- Employer-paid basic term life insurance
- Short-term and long-term disability
- Paid parental leave program
- Sick Leave, earn up to one day per month
- Vacation, 15 days per year (20 days after 5 years of service)
- 8 paid holidays plus annual office closure between Christmas and New Year's
- 401k with 5% employer match



How to Apply

To apply, email your cover letter and resume to Lori Shogren, Community Services Director at lori@ataxia.org. Please note "Community Services Coordinator" in the subject line.

EEOC Statement

NAF is committed to equal employment opportunity. We do not discriminate in recruitment, hiring, or any other employment practices for reasons of race, color, gender, religion, national origin, gender identity, age, sexual orientation, marital or veteran status, disability, or any other legally protected status.