



Job Title:	RARE Concierge Case Manager/Navigator
Reports To:	Vice President/CEO
Status:	Full-Time
Location:	Boston, Massachusetts or East coast (US)
Last Revised Date:	November 2020

ABOUT GLOBAL GENES:

[Global Genes](#) is a 501(c)(3) nonprofit organization working to change the world by improving lives for everyone affected by rare disease. At Global Genes®, we believe that together we can do more to tackle the challenges of rare disease. We educate, equip, and empower the global community with tools and resources to influence change. We connect rare disease patients, advocates and rare disease experts to help eliminate the challenges of rare disease. Global Genes is a leading rare disease advocacy organization with global reach to the worldwide community of patients, caregivers, advocates and clinical partners. Our mission is to eliminate the challenges of rare disease through programs and services that build awareness, provide connections, resources and educational tools to positively impact affected patients and families.

ROLE SUMMARY:

The **Rare Concierge Case Counselor/Navigator** is a role at Global Genes that speaks to the heart of what we are here to do, providing service and support directly to our families and foundations.

Support services are an essential team at Global Genes. The work is directly visible in the rare community. This role requires a confident, poised servant-leader who is a great listener that takes the time to understand how to best deliver a response. Acting as a creative problem solver, an ideal candidate establishes and builds lasting relationships and confidence in Global Genes. Attention to detail and responsive customer service are essential skills.

This role works directly by phone, web video, electronically and occasionally in-person to respond to inquiries that come to Global Genes. After assessing the need or request, the counselor/navigator will follow through to resolution or connect inquiry to the next step in a timely and respectful way. May arrange genetic counseling support, refer to educational offering of Global Genes or other, match inquiry directly to one of our 700 foundation members for specific disease support or other. Each case is unique and the role of Global Genes is to assist and help that individual be and feel heard, get answers and be respected.

An ideal candidate may come from a counseling or social work background and/or training.



KEY RESULTS:

- Turn around cases within 24 hours, urgent cases in 2 hours (during workdays)
- Track, monitor and report trends
- Build efficiencies and improvements to system

RESPONSIBILITIES:

The **Case Counselor/Navigator** will act as an essential member of the Global Genes Team to carry out the duties required of the position which include but are not limited to:

- Manages cases with sense of urgency and responsiveness
- Passionate about tracking and monitoring trends
- Highly capable at identifying and implementing areas of efficiencies and improvement to support both internal staff and cases managed
- Project managing special projects or other as assigned

QUALIFICATIONS:

- Strong passion for the rare disease community required
- Bachelor's degree from an accredited college or university required, social worker degree ideal, job specific certifications
- HIPPA-compliant certification
- Minimum of two-five years proven successful experience navigating patients and managing patient cases
- Non-profit advocacy, healthcare or life sciences experience a plus
- Demonstrated skills in problem solving and communication skills
- Exceptional professional style with a strong customer service approach
- Ability to lead and/or manage multiple projects and tasks with attention to details
- Strong passion for the rare disease community required
- Self-starter with a proven commitment to excellence; results-oriented
- Role model in organizational skills, attention to detail and gaining accountability
- Comfortable working on a fast-paced remote team
- Flexible work schedule for global reach, including availability on some evenings and weekends
- Bilingual or proficiency in multiple languages is ideal
- Proficient in Microsoft Suite and other online tools for communication

PERFORMANCE MANAGEMENT AREAS:

- Core Values: Integrity, Authenticity, Respect, Creativity, Collaboration and Fun
- Competencies: Personal, People, Strategic and Position
- OKRs: Objectives and Key Results

To Apply: Please email resume and cover letter to humanresources@globalgenes.org

Equal Opportunity Employer committed to diversity in the workplace.

The statements herein are intended to describe the general nature and level of work being performed by employees and are not to be construed as an exhaustive list of responsibilities, duties, and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.