



<b>Assignment Title:</b>	<b>RARE Concierge Navigator</b>
<b>Reports To:</b>	Sr. Manager, Community Engagement
<b>Status:</b>	Part-time (24 hours) Contractor Role
<b>Location:</b>	Remote/virtual
<b>Last Revised Date:</b>	March 2026

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### **ABOUT GLOBAL GENES:**

Founded in 2008, Global Genes (501(c)(3) nonprofit organization) is a leading rare disease advocacy organization dedicated to connecting, empowering, and accelerating the rare disease community. Through education, advocacy, and partnership, we work to improve outcomes for the 400 million people worldwide living with a rare disease and the families who support them.

### **ASSIGNMENT SUMMARY:**

The RARE Concierge Navigator is a role in Global Genes that speaks to the heart of what we do, providing service and support directly to patients, caregivers, and other members of the rare disease community.

As RARE Concierge Navigator, the Consultant will oversee day-to-day operations, ensuring that all patient and caregiver inquiries that are received are triaged, addressed promptly, through high-quality, compassionate and accurate information and guidance. We are seeking a confident, poised, independent individual who is compassionate, empathic, and resourceful. An ideal candidate will have an understanding of the challenges that patients and their caregivers face during the rare disease journey. The candidate should be able to build rapport and instill trust. Additionally, the candidate should feel comfortable communicating mostly via email.

### **RESPONSIBILITIES:**

Consultant will undertake the following responsibilities:

#### **1. Patient Inquiry Triage and Management**

- Receive, review, and triage all incoming Concierge inquiries across channels (email, intake form, phone and referral sources).
- Prioritize inquiries based on appropriate internal staff, urgency and complexity, ensuring rapid response (within 4 business days) for high-need cases.
- Assign inquiries to Genetic Counseling interns as appropriate, and provide guidance and oversight as needed.
- Maintain accurate documentation of all interactions in Salesforce (case management system used for Concierge).

## **2. Direct Patient & Family Support**

- Provide individualized responses to families, including disease education, care pathways, information on centers of excellence, clinical trials, and psychosocial resources.
- Connect families with relevant resources including:
  - Patient advocacy organizations
  - Mental health and caregiver resources
  - Social support services (financial assistance programs, insurance navigation, transportation, etc.)
  - Educational materials and community programs

## **3. Disease-State/Genetic Testing Education**

- Deliver accurate, accessible education on rare disease biology and connection to genetic counseling/testing resources
- Share educational materials, referral guides based on evolving scientific and clinical knowledge
- Ensure messaging is consistent and evidence-based, and aligned with Global Genes' organizational guidelines and mission

## **4. Supervision & Workload Management of interns**

- Oversee daily workload distribution for Genetic Counseling interns to optimize response times and response quality
- Provide ongoing training, and performance feedback, as appropriate

## **QUALIFICATIONS**

- Bachelor's degree, and/or equivalent experience in a healthcare related field such as social work, public health, counseling, health education, nursing or related areas.
- Experience in individual or family healthcare case management and/or working in a call/contact center.
- Strong passion for the rare disease community required.
- Experience in handling confidential patient health information preferred.
- Positive attitude, ability to work autonomously as well as collaboratively on a cross-functional team.
- Excellent written and verbal communication skills, strong time management and results-orientation.
- Demonstrated adaptability in learning new technologies.
- Bilingual (English & Spanish) or proficiency in multiple languages is a plus.
- Expertise in Microsoft office, Google Workspace, Slack and Zoom is required and familiarity with Salesforce or online CRM systems is a plus.

## **ASSIGNMENT:**

This is an ongoing contracting assignment that will require approximately 24 hours per week. Hours can be flexible but should include some part of the schedule during business hours 9:00 to 2:00 pm. PT. The contractor will bill hourly at a rate between \$35-45/hour.

**To Apply: Please email resume and cover letter to [humanresources@globalgenes.org](mailto:humanresources@globalgenes.org)**