



POSITION: Family Support Administrative Assistant

REPORTS TO: Family Support Director

JOB TYPE: Full Time, Non-exempt

ABOUT BRENT'S PLACE

Brent's Place—the primary program of the Brent Eley Foundation (BEF) — is a long-term home away from home for families who have a loved one with cancer or other life-threatening illnesses while they receive treatment at local hospitals, providing a place of hope and healing. In addition to Safe-Clean housing, we provide a variety of uniquely tailored programs and support for the entire family designed to help in the healing process.

Who We Serve

We serve families with a loved one (children and adults) receiving bone marrow transplants, long-term oncology treatments, solid organ transplants, experimental treatments, and a wide range of other long term-medical crises. We work with physicians and hospital social workers to determine who needs our services.

Our Approach

In providing a home away from home for our families we focus on four key areas:

- **Physical Well-Being** – Brent's Place is, above all, a Safe-Clean haven for families who are far from home seeking life-saving medical treatment. We are one of the only long-term housing options capable of supporting an entire family during the long treatment process. Because we believe that together is always better, Brent's Place helps families stay together so that they may simply be together.
- **Financial Security** – Families staying at Brent's Place receive unlimited support, but never a bill. This allows them to focus on recovery and their family's well-being rather than the steep cost of relocation, housing, and food. Reducing expenses during treatment has long-term benefits and enables families to return home with a greater sense of financial security.
- **Psychological Well-Being** – Patients and families fighting serious illness face significant emotional trauma. The programs at Brent's Place are designed to help each resident cope with the stress and anxiety associated with their medical journey. This support allows residents to focus on self-care and healing and may even help serve as protection against future mental health crises.
- **Family Life** – A medical crisis has the power to break families apart, but Brent's Place is here to protect them. We recognize that the continuation of everyday routines and family traditions provide stability for parents and children when their lives have been uprooted. We believe that offering families a warm and welcoming home away from home, as well as opportunities to create happy memories, builds love, trust, and resiliency. This foundation strengthens families during treatment - and for a lifetime.

Brent's Place is a special family, who live by the values of compassion, integrity, respect, responsibility, and quality of life—we are looking for new team members to join us. If our mission and approach speaks to your heart, keep reading.

www.brentsplace.org

**POSITION SUMMARY:**

The heart of Brent's Place is to provide a place of hope and healing for families. The Family Support Administrative Assistant (FSAA) is an integral part of this process by providing administrative support to the Family Support Team and working behind the scenes to ensure that each family is prepared to enter Brent's Place and feel welcome as they come and go throughout their stay. The FSAA will also act as the first point of contact and provide initial support for any guests or visitors arriving at the Brent's Place Aurora Campus.

RESPONSIBILITIES INCLUDE:**RECEPTION:** 45% of responsibilities

- Serve as the "Face" of our organization for all visitors and callers: Greet and engage guests in a professional and pleasant manner
- Serve as community ambassador to visitors; listen to questions from current and prospective families, volunteers, and donors and connect them to the proper staff member to provide answers
- Receive incoming calls and ensure questions and needs are directed to appropriate person
- Order office supplies and manage the stock and ensure the Coffee / Grab and Go bars and office refrigerators in both Founder's House and Tanner's House have the supplies necessary to support families and staff needs
- Provide oversight and direction to front desk volunteers.
- Accept deliveries and distribute mail to staff and Brent's Place Families

ADMINISTRATIVE FAMILY SUPPORT: 50% of responsibilities

- Monitor the Brent's Place application process to ensure each application is complete prior to the family arrives. (Application, Background checks, copies of insurance cards, Etc.)
- Assist with welcoming each family which includes:
 - Create door decorations for incoming families
 - Assemble welcome food baskets
 - Put together welcome folders for incoming families at all locations
 - Other customized welcome touches.
- Enter family data into our family databases (HHK, CiviCore)
- Confirm reservations for Hospitality Suites and facilitate check in for returning families
- Support families with meal reimbursement process
- Participate in Care Conferences and other Family Support Team Meetings
- Facilitate birthday and sympathy card program for past families
- Greet and provide appropriate assistance to families demonstrating a trauma informed approach

OTHER RESPONSIBILITIES: 5% of responsibilities

- Support Brent's Place special events as needed.
- Assist with our past family engagement activities
- Assist with mailings or other Brent's Place administrative needs when time permits



WHAT WE VALUE FOR THIS ROLE:

- High School diploma or equivalent required.
- 1-3 years of related work experience or combination of education and experience preferred
- Previous experience working with children and families preferred
- Flexible, diplomatic, trustworthy, creative, and poised
- Excellent computer skills
 - Familiarity with database systems, Google forms, Microsoft Office, Email and typing
 - Comfortable learning new systems
- Friendly, tactful, and compassionate with the ability to cope with and offer comfort to people in acute personal crises
- Detailed and organized with excellent interpersonal and communication skills
- Demonstrate a positive attitude and work well in a team oriented environment
- Bilingual in Spanish and English preferred
- Ability to communicate with a diverse group of people including families, volunteers, and donors
- Ability to maintain confidentiality
- Promote a positive personal and professional image
- Ability to lift in excess of 35 pounds

WORK ENVIRONMENT AND SCHEDULE

Our work environment is dynamic just by the nature of our work with families in medical crisis. No one day looks the same as another, as we respond, support, and care for our families. The environment requires high emotional energy and ranges from joyful to heartbreaking; exhilarating to exhausting; detailed oriented to broad support for our community. We are a compassionate team who work seamlessly together to support our families and care for one another.

This position will require working some evenings and occasional holidays in order to meet the needs of our families. Grounded in our “Quality of Life” core value, we offer a flexible work schedule to help accommodate these requirements.

COMPENSATION AND BENEFITS:

The Family Support Administrative Assistant position is an hourly full time position. Salary range will be \$37,000-\$42,000. Compensation will be commensurate with experience. A comprehensive benefits package including vacation, sick leave, holidays, health, dental, supplemental and life insurance, and retirement plan contribution is available. While Brent’s Place is willing to consider candidates outside of Colorado, we are unable to provide a relocation package for this position.

DIVERSITY, EQUITY, & INCLUSION:

The Brent Eley Foundation is committed to creating a diverse environment and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status.



OUR APPLICATION PROCESS

We are excited that you are interested in joining our team. Please share the following information with us:

- Cover letter (1-page) or less than five minute video that addresses these three questions:
 1. Why do you want to join the Brent's Place team?
 2. Share an example of how you have lived a Brent's Place value at work?
 3. How do you work managing multiple projects with different deadlines?
- Resume or LinkedIn profile

A complete application—which includes cover letter or video as outlined— is required for consideration for this position. Please send this information via email with the subject line, Family Support Administrative Assistant, to jobs@brentsplace.org.

We know that the job searches can be stressful, especially if you don't understand the process. So here is what you can expect:

- We are accepting applications for this position until **May 30th**, and you will receive acknowledgement of receipt of your application.
- Applications will be reviewed on a rolling basis until the deadline.
- Every candidate will be notified of their status by **June 6th**.
- Top 5-8 candidates will receive a brief 30 -45 minute phone interview by **June 10th**.
- Top finalists will be notified by **June 10th** and asked to provide references.
- Finalists will be invited for three additional interviews with the team.
- Our goal is to make an offer by **June 24th**.

Thank you again for your interest in joining the Brent's Place team. We look forward to getting to know you through our application process.