



Job Title: Community Engagement & Partnerships Manager

Reports to: Director of Educational Programs and Outreach

FLSA (Fair Labor Standards Act) Status: Exempt

Hours: Full Time Exempt (0.75 FTE) or Contract to start

Summary: The Community Engagement & Partnerships Manager is a leadership role responsible for coordinating Cancer Support Community SF Bay Area's (CSC) medical and community partnership ecosystem. This role will manage the delivery of a comprehensive outreach strategy that strengthens referral pathways with oncology providers, cultivates trust-based relationships with community-based organizations, and expands CSC's presence among African American, Latino, and other underserved communities in the East Bay.

The Community Engagement & Partnerships Manager will be a hybrid position, and occasional evening and weekend hours may be required. This position will oversee the Community Outreach Manager and works cross-functionally with program, clinical, and development staff to ensure that outreach efforts translate into meaningful participation and equitable access to CSC services.

Role Overview

Strategic Planning & Leadership

- Support the development and implementation of CSC's community engagement and medical partnership strategy, in alignment with the organization's strategic plan
- Track and report on measurable KPIs for outreach efforts, including new participants by geography and co-hosted session counts
- Support organizational planning for the 2027 center opening by ensuring outreach activities and partnerships are building the community infrastructure needed to serve a broader regional population

Medical Partner Engagement & Coordination

- Build and maintain day-to-day relationships with oncology-focused medical partners, including hospitals, health systems, private practices, and clinics with diverse patient populations (e.g., Kaiser Permanente Antioch, Sutter Health Antioch, VA Martinez, Contra Costa Health)
- Support the development and execution of MOUs, contracts, and formal partnership agreements by coordinating logistics, tracking timelines, and ensuring follow-through on commitments
- Collaborate with clinical staff to coordinate on-site programming at partner hospital sites, including resource tables, patient navigation, and support groups
- Identify and nurture champions within partner institutions to help maintain consistent referral pathways and sustained engagement with CSC

Develop and Lead Community-Based & Non-Medical Partnerships

- Build sustained, trust-based relationships with community organizations, faith communities, and labor/worker networks that serve BIPOC communities and allow us to expand our reach and visibility. This will include various community based organizations including faith based organizations and others who are connected to communities who are not currently benefiting from CSC SF BA services.
- Identify co-location opportunities and venues in underserved areas

Equity & Cultural Responsiveness

- Support the development of outreach materials and approaches that are culturally relevant and linguistically accessible, meeting communities where they are, including Spanish- and Mandarin-speaking populations and other communities with limited English proficiency
- Stay current on health equity research, community health needs assessments, and best practices in cancer support outreach to ensure CSC's approach remains responsive, relevant, and rooted in community need

Volunteer Coordination

- Support the recruitment, onboarding, and coordination of volunteers and ambassadors/community champions from within the communities CSC serves, centering trusted voices and lived experience as core to our outreach approach
- Assist with volunteer scheduling, training support, and ongoing communication to ensure volunteers are well-equipped and consistently engaged in CSC programs and outreach activities

Administration

- Supervise and support the Community Outreach Manager in day-to-day relationship management and community presence
- Maintain partnership tracking systems to ensure accurate records of outreach contacts, meeting cadences, and referral volumes
- Represent CSC at community forums, coalition meetings, and events

Qualifications:

- Bachelor's degree required; Master's degree in public health, social work, nonprofit management, or related field strongly preferred
- 5+ years of experience in community engagement, partnerships, outreach, or health equity work, ideally in a nonprofit or healthcare setting
- Demonstrated experience building and sustaining relationships with healthcare institutions and community-based organizations
- Deep understanding of the cultural, social, and structural barriers affecting communities of color in accessing healthcare and supportive services
- Strong strategic thinking skills with the ability to translate vision into operational plans with measurable outcomes
- Excellent written and verbal communication skills; strong public speaking and facilitation ability
- Experience supervising staff
- Proficiency with database tools and comfort with data-driven decision-making

Preferred

- Experience working with BIPOC communities
- Existing relationships with oncology providers, faith communities, or labor organizations in San Francisco Bay Area
- Bilingual in Spanish or Cantonese/Mandarin preferred
- Personal connection to cancer as a patient, survivor, or caregiver, preferred

Commitment to Diversity, Equity, and Inclusion

Cancer Support Community SFBA is committed to building a diverse staff that reflects the communities we work alongside, and we value equity and inclusion in our workplace. As an organization committed to creating access to supportive care for all, it is our goal to apply a lens of racial and health equity into all aspects of our work. We welcome applicants with a global perspective and a commitment to values around diversity, equity, and inclusion to apply. Cancer Support Community SFBA encourages applications from all qualified individuals, without regard to race, gender identity, sexual orientation, ethnicity, nationality, socioeconomic status, language, (dis)ability,

physical and emotional health, age, religious commitment, political perspective, and individuals and communities that have and continue to be underrepresented and often marginalized.

Compensation

The salary range for the Community Engagement and Partnerships Manager is \$70,000 to \$80,000 annually.

Interested Candidates: Please email Cover Letter and Resume to Caroline Sison at csison@cancersupport.net