Patient Outreach Coordinator



Title: Associate, Community Outreach

Reports to: Sr. Manager, Education and Community Outreach

Department: Community Outreach and Education

Location: Norwalk, CT

MMRF OVERVIEW:

The Multiple Myeloma Research Foundation (MMRF) is the largest nonprofit in the world solely focused on accelerating a cure for each and every multiple myeloma patient. We drive the development and delivery of next-generation therapies, leverage data to identify optimal and more personalized treatment approaches, and empower myeloma patients and the broader community with information and resources to extend their lives. Central to our mission is our commitment to advancing health equity so that all myeloma patients can benefit from the scientific and clinical advances we pursue. Since our inception, the MMRF has raised over \$600 million for research, opened nearly 100 clinical trials, and helped bring 15+ FDA-approved therapies to market, which have tripled the life expectancy of myeloma patients. To learn more, visit www.themmrf.org.

MMRF Core Values:

At the MMRF our core values define both who we are and how we work together as an organization. We believe in investing in our team and building a culture that will help us pursue our highest level mission to accelerate a cure for each and every multiple myeloma patient. Our five core values are expressed below:

- 1. **Prioritize Patients** Patients are at the center of everything we do. Every decision we make is grounded in the needs and best interests of the patients we serve.
- 2. **Drive Innovation** We are committed to pursuing big, bold ideas. Taking risks, trying new approaches, and challenging the status quo are necessary to speed new discoveries.
- 3. **Deliver Solutions** Taking on complicated challenges is what sets us apart. To deliver results, we must be decisive, take action, and act with urgency on behalf of the myeloma community.
- 4. **Do It Together** We know that together, we are stronger. We work cross-functionally with the entire community to achieve our mission and are invested in the success of others.
- 5. **Build Trust** We build trust-based relationships. We advocate for each and every myeloma patient by committing to diversity, equity, and inclusion and treating others with respect.

Position Overview:

The MMRF is seeking an individual who is passionate and committed to supporting our work in optimizing patient outcomes by providing high-quality and high-impact educational programming as well as services and aiming to reach all patients - especially those who are traditionally underserved by the healthcare system with these opportunities. Our ideal candidate has some work and/or educational experience in supporting outreach efforts, event planning, and project management. This individual will support efforts and streamline processes across the departments, gaining firsthand and broad exposure to our patient education, outreach and support programs and initiatives.

Essential Functions:

- Assist with scheduling and management of up to 25 programs per year, ensuring smooth coordination of all program details and timely execution
- Oversee printing and distribution of all patient and professional educational materials.
- Gather quarterly metrics and assist in preparation for and follow-up from monthly Operations meeting.

Patient Outreach Coordinator



- Collaborate across Finance, Legal, and Outreach team to consolidate and process contracts, approvals, invoices, and internal documentation related to programming.
- Willingness and ability to travel (up to 25%) to oversee event execution and represent the MMRF (sometimes solo) at MMRF programs, health/wellness fairs, among other opportunities; includes oversight of shipping of materials, displays, etc.

Education and Community Engagement Event Planning

- Lead the search for suitable venues, negotiate agreements, and manage logistics such as A/V setup, food and beverage, and meeting room configuration. Ensure timely production, shipping, and receipt of all event materials (signage, booklets, etc.).
- Manage event registration sites, ensuring that all program content is confirmed and updated in alignment with the broader event strategy; includes drafting and circulating program materials, responding to registrant inquiries, and providing updates to stakeholders.

Program Management

- Coordinate with faculty and patient presenters for MMRF-sponsored programs; includes recruiting, sending invitations, scheduling planning calls, and managing the review process of all event activities.
- Assist in live and virtual program facilitation, ensuring presenters are supported.
- Manage phone/email inquiries about educational program registration.

Qualifications:

- Bachelor's degree, preferably in health- or communications-related field
- Self-starter who enjoys developing and implementing new approaches and interventions
- Excellent oral and written communications skills
- Ability to multi-task/manage several workstreams at once
- Highly organized and detail oriented
- Project management skills
- Proven experience in event management or successfully coordinating multiple events simultaneously is highly preferredAbility and desire to work in a team-oriented environment
- Proficiency with Microsoft Office Suite
- Proficiency with project management software

EEO Statement

The Multiple Myeloma Research Foundation (MMRF) is an equal opportunity employer and does not discriminate against any candidate based on race, religious creed, color, national origin, ancestry, physical disability, mental disability, medical condition, genetic information, marital status, sex, gender, gender identity, gender expression, age, military and veteran status, sexual orientation, or any other factor protected by federal, state, or local law.

The MMRF does not sponsor/facilitate any type of work authorization for this role. All applicants must currently have original valid unrestricted authorization to accept new employment in any role in the U.S. with any employer. There is also no future employer-provided sponsorship for this role to obtain or extend authorization to work in the U.S.