
POSITION SUMMARY

Job Title: Strategic Growth & Engagement Associate

Our Mission

The Lancaster Cleft Palate Clinic is a not-for-profit organization dedicated to improving the quality of life of infants, children, and adults through comprehensive coordinated treatment of craniofacial conditions.

Position Overview

We are seeking a compassionate, organized, and proactive individual to lead family engagement and community outreach efforts. This part-time role is central to building meaningful relationships with families, increasing participation in support programming, and expanding our reach in the Lancaster community.

This is not a coordination role — we are looking for someone who can **design, build, implement, and continuously improve programming that directly impacts patient and family experience within the Lancaster Cleft Palate Clinic's over 7,500 patients.**

Key Responsibilities

Family Engagement

- Develop and manage patient and family support programs (education, family support)
- Coordinate Development events (existing and new)
- Build relationships with families to encourage ongoing participation

Program Development

- Design new initiatives to improve engagement and retention
- Track attendance and outcomes to continuously improve programming
- Gather and implement feedback
- Plan, advertise, implement, and evaluate Development events

Community Outreach

- Build partnerships with local providers, schools, and organizations
- Represent the Clinic at community events
- Drive awareness

Experience & Support

- Serve as a liaison between the Clinic and the community

POSITION SUMMARY

- Ensure all guests feel welcome
 - Support Development efforts
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Success Metrics (What You'll Be Measured On)

- Event participation and repeat attendance
 - Growth in support program engagement
 - Community partnerships
 - Project progress
 - Asset utilization
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Qualifications

Required:

- Bachelor's degree or strong experience in public health, social work, healthcare, or related field
- Strong interpersonal and organizational skills
- Experience in community engagement or nonprofit work

Preferred:

- Experience with pediatric or specialty care populations
 - Background in program development
 - MSW, MPH, or similar credentials
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Transparency in Compensation

- Base salary based on experience.
 - Benefits package available including dental, health, vision, and other insurance options. Paid holidays and paid time-off. Employer supported 401(k).
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