

Job Description

**Position Title:** Program Coordinator **Time Commitment:** 21-35.5 hrs per wk

**Reports to:** Executive Director **Revised Date:** May 2021

**Description**

The purpose of this position is to support clients in our programs by building relationships with them and monitoring their progress and adherence to our policies and procedures.

**Qualifications**

Associates degree plus two years of experience in a similar field, or four years of experience in a similar field e.g. social work or case management

**Competencies** *(Knowledge, Skills and Behaviors)*

* Technical skills: proficiency in Microsoft Word and Excel. Experience using databases, doing data entry, queries, reports, etc. required
* Effective verbal and written communication skills required
* Excellent organizational and time management skills required
* Household budgeting skills required
* Effective presentation skills required
* Interpersonal skills with the ability to nurture and enable/empower others desired
* A high level of emotional intelligence required
* Ability to maintain a demeanor of professionalism required

**Job Responsibilities/Expectations**

* Research and establish awareness and partnerships with colleges, trade schools and other community resources
* Perform evaluation of intake forms and interview potential clients
* Build relationships with clients, providing them with support and fulfilling their spiritual, physical and emotional needs with available resources when possible
* Create a calendar of incentive programs for our clients to assist them in moving forward in their growth journey. Ie. budgeting, home buying, estate planning, cooking classes, health and fitness
* Maintain records for each client including all programs and resources used to ensure that all contractual policies and procedures are followed
* Support in the development and implementation of company policies and procedures, as well as compliance with them
* Routinely update databases, resource lists, records, and inventories
* Work with other areas as necessary

**Physical Requirements**

* Must be able to lift up to 40 lbs.