Program Coordinator Job Description

Scope:
The purpose of the Programs at Fresh Start is to support positive growth in women’s well-being. This includes (but is not limited to) defining strengths, growing self-esteem and confidence, learning effective communication, learning to maintain personal boundaries, and growing professional skills such as networking, goal setting, and time management. The Program Coordinator is responsible for the coordination and oversight of specific programs.

Job Summary:
The Program Coordinator will work closely with the Program Manager to provide coordination of specific programs to ensure they are scheduled, well attended, and of optimal quality to achieve the department’s purpose. Program Coordinator is responsible for oversight, quality improvement, registration numbers, and support of volunteers of the Jump Start and Mentoring Programs.

Essential Functions & Accountabilities:
- Work closely with the Program Manager to recruit for and oversee delivery of the Jump Start and Mentoring Programs.
- Work closely with Volunteer and Outreach Manager to identify program volunteer opportunities as needed to maintain services and schedule.
- Ensure that Jump Start and Mentoring enrollment goals are met. Ensure that data entry for all aspects of the class is entered according to the timeline and an accuracy rate of 2% or less error is maintained.
- Support Jump Start by ongoing communication with facilitators and attendees, provide a support function throughout the classes, attend Jump Start to monitor the client’s needs, meet needs of the facilitator, and encourage the client’s with next steps and access to ongoing Fresh Start resources.
- Conduct follow up phone calls and emails to clients to provide ongoing support, gain outcome information, and support clients with access to staff support.
- Coordinate the screening of applications, interviewing of all potential program participants, and facilitating orientations and trainings for the Mentoring Program.
- Support the Mentoring Program by assessing client needs, and aiding them in accessing appropriate program, services and referrals.
- Support the Mentoring Program by assisting in the client enrollment process including screening, orientations, supervision and evaluation of clients.
- Coordinate networking, graduation, and recognition events for the Jump Start and Mentoring Programs.
- Work closely with Program Manager to support the creation and development of program curriculum and structure.
- Collect and input data, generate reports, and monitor program accomplishments for the Jump Start and Mentoring Programs.
- Develop and enhance partnerships with other service providers and members of the community.
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- Other duties as assigned.

Qualifications
Knowledge, Skills and Abilities:
- Advanced written and verbal communication skills
- Ability to work with diverse populations
- Strong interpersonal skills with the ability to balance teamwork with autonomous work.
- Outstanding organizational skills, creativity/innovation, attention to detail, and the ability to manage multiple deadlines and priorities.
- A commitment to providing quality stewardship to all community partners and the ability to develop a positive relationship with staff, volunteers, board members, and community supporters.
- Knowledge of barriers and issues faced by women.
- Strong strategic thinking with the ability to be detail oriented.
- Exhibit initiative, flexibility, and professionalism.
- Flexibility to work some evenings and weekends.
- Effective public speaking.
- Good working knowledge of Microsoft Office software, Zoom, and various internet-based applications.

Work Environment:
- Occasionally lift to 35 pounds.
- Prolonged sitting in front of a computer.
- Some nights and/or weekends required.
- Occasional overtime required.

Experience:
- Experience in coordinating programs in a non-profit environment

Education:
- Bachelor’s degree in Human Services, Social Work, Psychology, Education or another related field or two years related experience.

Notice: This job description in no way states or implies that these are the only tasks to be performed by the team member occupying this position. The team member will be required to follow any other instructions and to perform any other job related duties requested by their manager. Duties, responsibilities and activities may change or new ones may be assigned at any time with or without notice. If other duties become long term, significantly increase the work load of the team member, or require skills that supersede those listed above, the team member should discuss with their manager. The job description may need to be modified.

Fresh Start reserves the right to change this job description at any time. Employment with Fresh Start is at-will. This job description supersedes prior job descriptions.

Reasonable accommodations can be made for a disability that is affected by the above stated job responsibilities and/or qualifications.