



## **Program Coordinator**

### Job Description – November 2020

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<b>Reports To:</b>	Director of Programs
<b>Category:</b>	Full Time (40 hours per week)
<b>FLSA Status:</b>	Exempt
<b>Approved Date:</b>	November 2020

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#### **Position Summary**

This position will work with staff members, community partners, volunteers, and procedures to ensure the implementation and success of programs. This position is responsible for coordinating Sixty and Better Companion Calls program service delivery, including organizing and facilitating processes to ensure quality, efficiency, and effectiveness of the Companion Calls program. The position coordinates a variety of tasks including client registration, volunteer matching, data tracking and data entry documentation, internal and external communications, and program reporting. This position requires demonstrated experience in performing administrative tasks to facilitate timely and accurate reporting of program services and an understanding of program requirements. The Program Coordinator reports to the Director of Programs. Bachelor's degree is preferred with 3 to 5 years of experience. Bilingual English/Spanish strongly preferred.

#### **Education and Experience**

High School education or equivalent is required, college degree preferred. Bachelor's Degree from a four-year college or university in Social Work, Public Health, Gerontology, or a related field desirable, with 3 to 5 years of postgraduate experience. Experience in the field of senior and older adult services, and program planning preferred.

#### **Essential Duties and Responsibilities**

1. Promote and implement program services.
2. Develop and maintain relationships with partnering agencies.
3. Identify, engage, train, evaluate and support volunteers in program delivery; prepare developmental staff work plans.
4. Identify, plan, promote and implement appropriate strategies to attain program goals and outcomes.
5. Maintain accurate participant and program records and coordinates strategies to resolve issues related to quality assurance.
6. Ensure client confidentiality in data collection and reporting.
7. Ensure timely and accurate data collection and data entry in order to meet funding and program delivery requirements; perform data entry tasks related to sorting, proofing, updating and storing.
8. Demonstrate knowledge of techniques used in data analysis and evaluation.
9. Prepare daily, weekly, and monthly reports as needed to facilitate the delivery of program services; assists in preparing and submitting program reports for internal and external stakeholders.
10. Identify and assist in developing resources for program delivery and sustainability.
11. Participate in projects and events, such as presentations, meetings, and conferences as assigned by Sixty and Better.
12. Other duties as assigned.

#### **Job Knowledge Specifications, Skills and Abilities**

Good people and customer service skills, critical thinking, problem-solving and organization skills are essential. Position requires active listening and attention to detail. The individual must be a self-starter and demonstrate the ability to innovate and create new strategies to support program development and expansion. Must possess strong interpersonal and communication (written and verbal) skills and the ability to prepare and present reports. Must be able to

demonstrate good time management and the ability to organize and prioritize work while meeting multiple deadlines. Must possess computer skills; demonstrate proficiency in the Microsoft Suite (MS Word, Excel, PowerPoint and Outlook) and proficiency in Sixty and Better applications within 90 days of hire. strong database management skills. Bilingual English/Spanish is strongly preferred.

#### **Internal and External Communication**

Internal contacts include daily email, phone and personal communication with staff members, Board members, volunteers, and interns. External contacts include email, phone contact with aging network representatives, community leaders and partners, older adult participants, and funding source representatives.

#### **Supervisory Responsibilities**

Supervises program staff, volunteers, and interns, as assigned.

#### **Certificates, Licenses, Registrations**

Must have own transportation and a valid Texas driver's license. Must be willing to use one's personal automobile for agency business.

#### **Consequence of Errors**

Errors could result in loss of productive time, dissatisfaction and loss of clients, volunteers, funding sources and/or supporters; financial loss for the agency; damage to the agency's reputation; and possible lawsuit against the agency.

#### **Exposure to Confidential Information**

Access to client, donor, and volunteer personal information and to funding resources information. Unauthorized release of information could result in dissatisfied clients or volunteers, loss of donors and funding, and possible lawsuit against the agency.

#### **Physical Demands**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed herein are representative of the knowledge, skill, and/or ability required.

#### **Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations will be made to enable qualified individuals with disabilities to perform the essential functions. An ability to work in a fast-paced and demanding environment is essential.

#### **Equal Employment Opportunity**

Sixty and Better provides equal employment opportunity to all persons regardless of age, color, national origin, citizenship status, physical or mental disability, race, religion, creed, gender, sex, sexual orientation, gender identity and/or expression, or any other characteristic protected by federal, state or local law.

**Please send resumes and cover letters to: Sixty and Better, Inc, Attention Human Resources, 1400 Circle Drive, Suite 300, Fort Worth, TX 76119; or email: [humanresources@sixtyandbetter.org](mailto:humanresources@sixtyandbetter.org).**