



*Offering safety, providing stability and equipping for self-sufficiency*

## **FAMILY SERVICES PROGRAM COORDINATOR**

### **KEY INFORMATION**

**Reports To:** Family Services Manager

**Supervises:** None

**Key Relationships:** Clients, Program team, Volunteers

**Effective Date:** January 2019

**Hours:** Full-time, 40 hours per week, including some evening and weekend hours

**Job Classification:** Hourly, Non-exempt

**Compensation:** \$17.00 – \$20.00 per hour, DOE; 401(k) plan; medical, dental & vision benefits; PTO: vacation, personal time and sick time.

### **SUMMARY**

Oversees, plans and schedules client attendance in financial literacy and employment services. Provides daily support for adult training and intake programs, as well as initial orientation and engagement. Program Coordinator position requires flexibility and to have a learning mindset with the ability to shift direction and pick up support functions. This role is a foundational part of the success of vulnerable and homeless single parents reaching their goal of self-sufficiency and stable housing.

### **RESPONSIBILITIES**

- Schedule all clients into Adult Training and Education classes. Maintain a weekly attendance calendar. Record all client weekly attendance into database.
- Communicate weekly with clients via text, email and phone to aid in client accountability and engagement.
- Set up classrooms with appropriate computer configuration, provide basic IT troubleshooting. Provide hospitality for all classes.
- Engage volunteers, track and input all volunteer hours for Adult Training.
- Coordinate onboarding for all clients into Adult Training and Education.
- Collaborate with staff in coordinating program planning to assist participants in reaching their program goals and various outcome performance measurements.
- Provide general administrative support to Adult Training.
- Provide assistance as needed for client intake and interview process as needed.
- Provide oversight of client wardrobe closet. Interact with clients in providing basic necessities as provided by VMP.
- Help clients with credit report in order to help reduce debt and gain self-sufficiency.

- Represent Vine Maple Place at community meetings/gatherings, and facilitate interagency cooperation and networking for clients.
- Other duties as assigned.

### **QUALIFICATIONS**

- Have a personal relationship with Jesus Christ, be active in a Christian church and agree with the Vine Maple Place Statement of Faith.
- Be passionate about helping families overcome the trauma of homelessness.
- Possess a valid driver's license, safe driving record, and proof of insurance.
- Maintain an acceptable background check and ability to pass a drug test.
- *Understanding* of issues related to poverty, homelessness and the governmental, educational, and social service systems that serve low income people.
- Commitment to diversity and ability to work well with diverse family styles and multi-ethnic populations.
- Sensitivity to the needs of clients who are homeless, low income, limited English speaking, or impacted by domestic violence, substance abuse or other barriers to employment.

### **EXPERIENCE AND EDUCATION**

- Bachelor's degree in social or human services, education or related field desired. An equivalent combination of experience and education will be considered.

### **KNOWLEDGE, SKILLS AND ABILITIES**

- Computer skills: Proficient in Word, Excel and Outlook.
- Able to multi-task and deal with complexity and time constraints.
- Able to maintain a professional demeanor and confidentiality.
- Strong oral, written and interpersonal communication skills.
- Self-motivated with strong organizational and project management skills.
- Current CPR and First Aid Certifications.

The above is intended to describe the general content of and the requirements for satisfactory performance in this position. It is not to be construed as an exhaustive statement of the duties, responsibilities or requirements of this position. Other duties may be assigned.

**Send all Inquiries, Resumes and Cover Letters to: [Info@VineMaplePlace.org](mailto:Info@VineMaplePlace.org)**

*Only qualified candidates will be contacted.*