



of Greater Indianapolis

## Program Support Coordinator

### Position Description

Develop and maintain effective program partnerships. Coordinate and support programs and volunteers at school and community based partner locations, during the school year and summer outreach.

**Supervisor:** Director of Programs

**Supervisees:**

Exempt

Full-time

Seasonal

Non-Exempt

Part-time

### Major Areas of Responsibilities

#### Partnership Sustainability

- Develop and maintain effective program partnerships;
- Coordinate and support programs and volunteers at school and community based partner locations, during the school year and summer outreach.

#### Program Support

- Manage daily program and personnel schedules for assigned program;
- Support program volunteers and paid staff assigned to program partner locations; providing consistent communication and support set forth by program guidelines;
- Practice consistent risk management in all areas of program support; communicating organizational procedures to program volunteers via volunteer training.
- Oversee the scheduling and facilitation of summer outreach programs.

### Specific Responsibilities of the Position

#### Partnership Sustainability

- Troubleshoot daily needs, concerns, and schedule changes with program partners;
- Encourage partner retention by communicating future collaboration options;
- Maintain accurate data, including attendance records, program information using agency's data base.

#### Program Support

- Support a continuous system of program delivery to include both school year and summer program opportunities;
- Serve as facilitator as warranted in program cycles;
- Participate in program material cyclical preparations;
- Identify volunteer, intern, and staff needs to support program partnership agreements;
- Co-facilitate volunteer training;
- Assist with the development of curriculum, including summer outreach, and one-time workshops;
- Maintain accurate mileage expense records;
- Submit required reports in an accurate and timely manner to supervisor and/or Controller;
- Adhere to agency personnel policies and procedures.

#### Project Management

- Act as project manager for special agency initiatives as assigned, that could include Young Women in Leadership, Curriculum Development, or Summer Camp.

Inspiring all girls to be strong, smart, and bold<sup>SM</sup>

Created By: | Last Updated By: Mackenzie Pickerrell | Last Updated:

### **Additional responsibilities**

- Participate and/or attend in and events to network and enhance agency visibility;
- Regularly report to Director of Programs status of partners and programs; make recommendations for changes;
- Participate in meetings, trainings, and conferences to further professional development;
- Perform other duties as assigned.

### **Required Knowledge, Skills & Abilities**

- Excellent skills in building and maintaining community collaborations;
- Critical thinking ability to make decisions based on agency mission and strategic direction;
- Demonstrates effective interpersonal skills; the ability to establish and maintain effective working relationships
- Experience working with diverse populations, be tactful, mature, and flexible;
- Ability to resolve conflict and problem solve with win-win solutions;
- Ability to coach and support program facilitators to achieve the organization's mission;
- Demonstrates professional ethics and integrity;
- Effective communicator, with the ability to adapt communication styles and messages to meet the needs of particular audiences;
- Ability to manage multiple priorities and projects, flexible and adaptable in a dynamic, fast-paced environment.

### **Education & Experience**

- Bachelor's degree in nonprofit studies, education, human development, or other related field;
- 2+ years' experience in coordinating youth programming; supporting volunteers; working with community collaboration and knowledge of youth development.
- Experienced in delivering presentations, facilitating trainings and/or participating in public speaking events;
- Reliable and consistent method of transportation;
- Proficient in Microsoft Office and experience in database systems.

