

Job Title	Program Coordinator
Employer/ Agency	Civic Heart Community Services
Job Description	<p>The Program Coordinator is responsible for planning, coordinating, and monitoring the day-to-day Navigator Program activities. Other responsibilities include quality assurance monitoring, gathering data, compiling data to complete performance reports, and directing staff to achieve program and organizational goals and objectives.</p> <p><u>JOB DUTIES AND RESPONSIBILITIES</u></p> <p>Coordination and Support</p> <ul style="list-style-type: none"> • Coordinate and provide oversight to ensure compliance with funding sources and agency protocols and policy standards. • Assist in coordinating and administering daily program operation, including supervision and serving as liaison with program coordinators and other staff. • Coordinate and support information sharing between agency staff. • Anticipate problems and respond proactively; troubleshoot concerns and issues as they arise. • Coordinate activities of agency programs with inter-related activities of other programs, departments, or staff to ensure optimum efficiency and compliance with appropriate policies, procedures, and specifications. • Monitor developing trends and available services relevant to assigned programs and plans accordingly. • Provide work direction, as necessary, to manage staff. • Perform other duties as assigned. <p>Program Planning and Implementation</p> <ul style="list-style-type: none"> • Foster and develop relationships with partner organizations. • Develop effective strategies to reach program goals. • Procure goods and services to meet program needs. • Monitor timeline to ensure program goals are achieved. • Perform related duties as assigned. <p>Compliance Management</p> <ul style="list-style-type: none"> • Monitor and evaluate program activities to ensure compliance. • Monitor and evaluate compliance with agency policy and procedures; make recommendations as appropriate to ensure adherence. • Recommend and take appropriate corrective action to ensure programs are in compliance with funding sources. • Prepare and deliver oral and written reports, recommendations, and presentations to Executive Management, Board, staff, and other stakeholders. • Review program reports for accuracy and ensure that all program reports are submitted timely to funding sources, management, staff, and other designated partners. • Evaluate program effectiveness to develop improved methods analyzes results and recommends and/or take appropriate action.

	<ul style="list-style-type: none"> • Perform related duties as assigned. <p>Building and Fostering Relationships</p> <ul style="list-style-type: none"> • Confer with and advises staff, interns, and others to provide technical advice, problem solving assistance, answer to questions, program goals, and policy interpretations. • Conduct outreach and market agency programs to businesses, educational entities, governmental organization, and the community. • Collaborate with community partners and stakeholders to build community support for program and services. • Represent the agency in an informed and courteous manner with all external contacts, while engendering few, if any, complaints from those contacts • Perform related duties as assigned.
Qualifications	<p><u>EDUCATION AND EXPERIENCE</u></p> <ul style="list-style-type: none"> • Master’s degree or equivalent experience in related field. • Minimum of three to five years relevant experience in organizational development, operations, program development, direct service management, strategic planning, organizational change, social justice, advocacy, organizing, juvenile justice or related fields. • Well organized, detail oriented, and has the capacity to execute multiple projects. • Ability to adapt to a dynamic and changing environment. • Strong interpersonal skills and the ability to work with diverse groups required. • Possess excellent organizational, verbal, and written communication skills and proven expertise in successful management of projects.
Salary/Hours	<p>Salary Range - \$63,000 - \$69,000 (yearly)</p> <p>Full-time. Business hours are 8 AM to 6PM. Occasional limited night and weekend work may be required. Hybrid Office Schedule includes remote/telecommuting from home and work in the office or at another designated business site.</p>
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Email Address	jsherrell@civicheart.org
Application Method	https://civicheart.org/who-we-are/careers
Opening Date	Immediately

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