Job Title	Program Coordinator
Employer/ Agency	Civic Heart Community Services
Job Description	The Program Coordinator (RIM) is responsible for coordinating program activities and functions to ensure that goals and objectives specified for the program are accomplished in accordance with established priorities, timeframes, or other specifications. The Program Coordinator also develops, coordinates, and implements special projects and participates in program planning, implementation, and evaluation. **JOB DUTIES AND RESPONSIBILITIES** *Coordination and Support* • Coordinate and provide oversight to ensure compliance with funding sources and agency protocols and policy standards. • 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. • Provide day-to-day supervision to staff, interns, and other assigned staff. • Monitor developing trends and available services relevant to assigned programs and plans accordingly. • Coordinate activities for eviction prevention. • Perform other duties as assigned. *Program Planning and Implementation* • Prepare and assist in program planning and design activities to achieve stated goals and objectives. • Participate with Executive Management, other Program Coordinators, and staff in planning program and/or agency activities. • Utilize a variety of analytical tools to clearly understand existing processes and/or procedures and to develop alternatives as needed. • Assist in procuring goods and services to meet program needs. • Provide research assistance on special projects and program development. • Consult with agency departments to identify community needs and priorities. • Participate in program evaluation activities. • Assist in the development and monitoring of the program budget. • Possess strong case management skills, including goal setting and service coordination. • Perform related duties as assigned.

	Compliance Management • Monitor and evaluate program activities to ensure compliance. • Monitor and evaluate compliance with agency policy and procedures; make recommendations as appropriate to ensure adherence. • 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. • Evaluate program effectiveness to develop improved methods; analyze results and recommends and/or take appropriate action. • Conduct internal compliance audits; coordinate external audits with external sources; prepare written reports on findings and recommendations. • Recommend implementation of corrective action to meet performance measures and deliverables. • Perform related duties as assigned. ***Building and Fostering Relationships*** • Confer with and advise staff, interns, and others to provide technical advice, problem solving assistance, and policy interpretations. • Conduct outreach and market agency programs to businesses, educational entities, governmental organizations, 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 • Maintain professional behavior when completing tasks and interacting with others as a team member. • Communicate effectively with others to obtain information; ensure response within designated timeframe. • Perform related duties as assigned.
Qualifications	**EDUCATION AND EXPERIENCE** • Bachelor's degree in social work, human services, or related field with two years of program and/or direct service delivery management working with clients with co-occurring disorders and supportive housing. • Master's degree in social work with LMSW with relevant experience preferred. **KNOWLEDGE, SKILLS, AND ABILITIES** • Work independently. • Use technology and computer software applications as appropriate to the work environment.

	- Maintain confidentiality of information and use proper discretion concerning confidential matters. - Maintain and control multiple tasks and projects simultaneously, with interruptions, and complete work within appropriate deadlines. - Learn, plan, formulate, and execute Local, State, Federal, and agency policies, procedures, and directives in accordance with assigned duties. - Use initiative and good judgement. - Communicate effectively, both orally and in writing - Skills in organizing work of self and others. - Knowledge of issues pertaining to area of assignment - Must be capable of setting priorities and working under pressure. **PROFESSIONAL BEHAVIOR** - Display professional appearance in accordance with agency policy. - Handle difficult situations in a discreet manner. - Maintain attendance within limits of agency guidelines. - Maintain confidentiality regarding client information. - Attend staff meetings and in-service training and supervision sessions. **PHYSICAL REQUIREMENTS** - Prolonged period of sitting at a desk and working on a computer. - Must be able to lift up to 15 pounds at a time.
Salary/Hours	$63,000 - $72,000 Full-Time, Exempt. Business hours are Monday – Thursday, 8:00 AM – 6:00 PM and Friday, 8:00 AM – 5:00 PM.
Address	3131 Emancipation Avenue Suite 400
City, State, Zip	Houston, TX 77004
Contact Person	Human Resources
Telephone Number	713-374-1200
Fax Number	713-374-1202
Email Address	employment@civicheart.org
Application Method	Apply Here: https://civicheart.org/who-we-are/careers/#positions
Opening Date	Immediately

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