



Program Coordinator

Title: Program Coordinator

Reports To: Executive Director

FLSA Status: Full-time, exempt

Hours: Monday – Friday; 11 am – 7:30 pm

Summary: The Program Coordinator (PC) serves as the first point of contact for clients, partners, and community members visiting the Center. They oversee the client experience, answer phones, schedule forensic interviews, and supervise children while caregivers are meeting with staff. The PC provides Spanish-language interpretation and translates materials and communications. They coordinate the distribution of client surveys and enter information into the client database and Outcome Measurement System. The PC oversees new employee orientation and benefits enrollment. Additionally, the PC will work with senior leadership to develop, launch, and manage a new volunteer program.

Essential Duties & Responsibilities

Reception & Client Engagement

- Greet clients and visitors to the Center, provide snacks and help with paperwork, notify appropriate staff.
- Answer phones, take messages and forward to the appropriate staff in a timely manner.
- Manage the Forensic Interview calendar and work with multidisciplinary team members to schedule forensic interviews.
- Assist with supervising children while caregivers are meeting with staff.
- Create Caregiver Resource Folders.

Spanish Language Interpretation

- Provide Spanish interpretation for clients and staff, including caregiver meetings, mental health sessions, and follow-up calls.
- Oversee the language interpretation schedule and engage the Office & Community Coordinator to provide interpretation as needed.
- Translate written program material into Spanish.

Data Collection & Program Evaluation

- Input demographic information and case notes into NCA Track (client database)
- Collect client and case data from multidisciplinary team members and input into NCA Track.
- Participate in Multidisciplinary Team case review and take notes.
- Participate in weekly staff meetings and take notes.
- Coordinate the delivery of Caregiver and mental health follow-up surveys, enter information into OMS system and NCA Track.
- Prepares custom reports of case tracking information as requested.

- Work with Executive Director to summarize and analyze client surveys and prepare Program Dashboard.

People Resources

- Oversee new hire paperwork and orientation.
- Coordinate Open Enrollment
- Work with leadership to develop and manage volunteer program.

Essential Skills and Qualifications

- Bachelor's or Associate degree from an accredited college/university is preferred, or equivalent work experience.
- Previous experience in criminal justice, human services, and professional training in child abuse preferred.
- Ability to maintain professionalism and work effectively in stressful situations.
- Strong written and verbal communication skills; English and Spanish language proficiency.
- Competency with Microsoft Office programs, and database.
- Excellent interpersonal skills.
- Strong attention to detail and organizational skills.
- The ability to work independently and complete projects with limited oversight.
- Desire to impact the lives of children and families impacted by physical and sexual abuse.
- Ability to work flexible hours as needed.
- Must pass criminal background and child welfare registry checks.

Compensation and Benefits

This is a full-time position. Current benefits include health, dental, and vision insurance, retirement, annual leave, paid holidays, and family leave. Salary is competitive and dependent on qualifications and experience; range is \$47,000- \$51,000/year.

Application Process

To apply please send a cover letter, resume, references and salary requirements to jobs@safespotfairfax.org no later than April 22, 2020.

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