



Good Samaritan Services

Restoring hope. Transforming lives.

Good Samaritan Mission Statement:

Good Samaritan Services gives immediate help to people who are experiencing homelessness, and helps those at risk of becoming homeless, by restoring their lives to stability. We engage the community to support these efforts.

JOB DESCRIPTION – PROGRAM COORDINATOR

Reports to: Lead Family Resource Coordinator OR Lead Residential Services Coordinator

Status: Non-exempt

Purpose: Responsible for providing program support as well as recruiting and organizing volunteers as needed. **The Program Director works as a valuable member of a team, taking direction while proactively identifying areas for improvement. The Program Director works with staff to identify ways to create consistency and uniformity across the organization.**

JOB DUTIES AND RESPONSIBILITIES

1. Screen phone and walk-in inquiries for services.
2. Assist staff with supportive services to program participants.
3. Assist Lead and Director with church and community relations development such as making cold calls to church staff, sending out emails with information, or delivering packets to churches, businesses and other groups. Set-up and attend displays as assigned.
4. Do background checks on mentors, new staff, and participants; coordinate receipt of annual clearance updates for staff.
5. Works with the Director of Operations to become knowledgeable in all GSS technologies: Nextiva, SharePoint, Teams, etc. and serves as a resource for staff members.
6. Work with Director of Operations on repair/beautification projects.
7. Lead volunteer groups as necessary
8. Communicate with Development & Communications Coordinator on current needs of the program that should to be posted to social media and success stories to share with supporters

9. Organize, process, track, and file all required mentor or other volunteer paperwork and participation.
10. Enter database information and create reports for applicants/participants/mentor friends/volunteers and train staff/volunteers to do the same. Attend any meetings and trainings on the databases. (Apricot, Case Worthy, CCCIMS)
11. Provide information, training packets, friendship tool kits and other identified items by staff.
12. Take notes for team staff meetings and program meetings as assigned.
13. Assist with planning, organizing, and implementing program events.
14. Interface with GSS participants in housing partnership programs on behalf of the GSS HSS staff. For Shelter program coordinators provide assistance as needed between the resident and HSS staff.
15. Provide a timely follow up with thank you notes and honorariums to speakers and volunteers.
16. Oversee and coordinate the delivery, collection and distribution of pantry items to participants.
17. Assist program staff with the collection and distribution of donations: cars, clothing, household items, etc.
18. Order supplies, materials and equipment for staff including Family Building Services.
19. Using the FSS, keep track of progress and evaluations of Alumnae up to date for five years after graduation (HSS program coordinator only).
20. Assist Alumnae with services, referral and tracking of information.
21. Maintain and update staff bios.
22. Greet agency's office visitors/telephone inquiries and direct to the appropriate persons when receptionist not available.
23. Help prepare general and bulk mailings.
24. Assist in maintaining a clean, safe and secure working environment.
25. Create, organize and maintain updated church and agency contact lists for various agency uses.
26. Recruit, assist and supervise volunteers in conjunction with other staff.
27. Train and supervise AARP assigned receptionist if one is present. Create schedule, assignments and related paperwork.
28. Collect program fees.
29. Other duties as defined by management.

REQUIREMENTS

- Strong organizational skills and attention to detail

- Basic working knowledge of computer technology, databases and software including current Microsoft Office and willing to learn organization's database, etc.
- Strong interpersonal skills
- Strong written and verbal communications skills
- Ability to plan, coordinate and present workshops
- Ability to plan and present verbal presentations
- Occasionally lifts, carries or otherwise moves and positions objects weighing up to 25 pounds when transporting materials and/or setting up for events
- Training in the use of passive restraints, cardiopulmonary resuscitation (CPR), First Aid.
- An understanding and commitment to the mission of GSS and the community you will be serving.

EDUCATIONAL REQUIREMENTS

- Preferred education – associate's degree
- Preferred education – bachelor's degree
- Two years + relevant work experience coordinating similar programs.

This position is accepted pending a three month probationary period at which point the Lead staff member will conduct a performance evaluation.

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