

Hope Opportunities (Graduate) Coordinator Job Description

REPORTS TO:

Program Director

POSITION OVERVIEW:

The Hope Opportunities Program (Graduate) Coordinator, as with all Hillcrest Hope Case Managers, implements the vision and mission of Hillcrest Hope. The Hope Opportunities Coordinator works with the graduates of Hillcrest Hope as they continue the work started in the Hope Essentials and Hope Solutions programs. They reinforce long-term stability through mentoring, resource-building and points redemption. They guide each graduate through the Hope Opportunities program.

PRIMARY DUTIES AND RESPONSIBILITIES:

1. Conducts periodic check-ins with all graduates, calling and/or e-mailing them to gauge their level of stability.
2. Provides resources, guidance, and encouragement in all engagement with graduates.
3. Responsible for the tracking of participation and redemption of points for the graduate incentive program, "Hope Opportunities".
4. Manages the Graduate Facebook page, informing graduates of employment opportunities, upcoming events, and helpful resources.
5. Manages the weekly Life Skills classes and recruits for speakers.

Administration

1. Life Skills Coordination
 - a. Supports the transformational housing program by coordinating with life skills speakers to provide a year-round schedule of life skills classes for resident families to attend.
 - b. Works with program staff to create list of most valuable topics.
 - c. Conducts consistent review of classes to cultivate intentional curriculum.
 - d. Ensures data quality, accuracy of records, complete paperwork and comprehensive outcomes tracking in the areas pertinent to the responsibilities of this role.
 - e. Collects data from Life Skills survey to conduct participation analysis and speaker feedback. Communicates feedback to speakers after classes and provides input for change when needed.
2. Coordinates the annual Graduate Reunion
3. In partnership with the Volunteer Coordinator and program staff, plans and manages Christmas Family Adoption

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Organizational

1. Resident Assessment
 - a. Conducts exit interviews to assess growth and change of residents graduating the Hillcrest Hope program.
 - b. Conducts annual survey with graduate families.

Relationship-Building

1. Provides support through in-person and phone communication with visitors, donors, prospective clients and existing clients and their families
2. Builds partnerships with outside organizations to improve services to client families.
3. Supports Hillcrest Hope development and marketing staff through participation in fundraising events, tours, open houses, meetings with current or potential funders and donors, new stories, thank you letters to supporters, reporting for grants, identification of needs, and communication of relevant stories.
4. Actively engages and energizes Hillcrest Hope staff members, volunteers, board members, committees, partnering organizations, donors, and funders.
5. Builds partnerships with and serve as liaison to other community programs, collaborative groups, and government agencies operating in related and connected fields for the purposes of gaining additional knowledge and resources that could benefit Hillcrest Hope clients and contributing to the field, helping extend Hillcrest Hope services to others, and sharing and learning about best practices.

QUALIFICATIONS:

- I. **Education** – A Bachelor's degree is required with preferred course work in social work, sociology or psychology or 4 years' experience in a related field.
- II. **Professional designation** - None
- III. **Knowledge, Skills, and Abilities**
 1. Previous experience in the social services industry preferred.
 2. Unwavering commitment to quality programs and data-driven program evaluation.
 3. Must have the knowledge and commitment to provide trauma-informed care. We will provide training for the right applicant.
 4. Strong written and verbal communication skills; a persuasive and passionate communicator with excellent interpersonal skills.
 5. Action-oriented, entrepreneurial, adaptable, and innovative approach to planning.

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6. Ability to work effectively in collaboration with diverse groups of people.
7. Strong problem-solving skills and personal initiative
8. Ability to self-manage, plan, and organize through a wide variety of tasks and job duties.

IV. A working knowledge in the use of computers for:

- a. Word Processing
- b. E-Mail
- c. Internet
- d. Excel
- e. Program Software
- f. Facebook

V. Personal Characteristics

The Graduate Case Manager should demonstrate competence in the following:

- a. Behave Ethically: Understand ethical behavior and business practices, and ensure that own behavior and the behavior of others is consistent with these standards and aligns with the values of the organization
- b. Build Relationships: Establish and maintain positive working relationships with others, both internally and externally, to achieve the goals of the organization.
- c. Communicate Effectively: Speak, listen and write in a clear, thorough and timely manner using appropriate and effective communication tools and techniques.
- d. Creativity/Innovation: Develop new and unique ways to improve operations of the organization and to create new opportunities.
- e. Focus on Client Needs: Anticipate, understand, and respond to the needs of internal and external clients to meet or exceed their expectations within the organizational parameters.
- f. Foster Teamwork: Work cooperatively and effectively with others to set goals, resolve problems, and make decisions that enhance organizational effectiveness.
- g. Make Decisions: Assess situations to determine the importance, urgency and risks, and make clear decisions which are timely and in the best interests of the organization.
- h. Organize: Set priorities, develop a work schedule, monitor progress towards goals, and track details, data, information and activities.
- i. Solve Problems: Assess problem situations to identify causes, gather and process relevant information, generate practical solutions, and make recommendations and/or resolve the problem.

VI. Experience

1 or more years as a program coordinator or similar field in a voluntary or nonprofit sector organization

VII. Working Conditions

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- a. Coordinators usually work in an office environment, but the mission of the organization may sometimes take them to nonstandard workplaces.
- b. Coordinators work a hour-varied work week and may be required to flex those hours to work some evenings and weekends to monitor program activities.
- c. Able to perform the basic functions of the position, including extended hours standing, bending and stretching.
- d. Able to lift and carry supplies and equipment as needed.
- e. Speaks clearly and distinctly to perform extensive communication required with clients, donors, and other third parties.
- f. Appears professional always.