

Position: Program Support Coordinator

Status: Full-time, Non-exempt

Salary: \$50,000 - \$55,000 (\$24.04 - \$26.45)

Reports to: Director of Youth Programs

About YWCA Central Carolinas

YWCA Central Carolinas is on a mission to eliminate racism, empower women and promote peace, justice, freedom and dignity for all. Since 1902, YWCA has evolved to meet the needs of the surrounding community. Today, our programs include transitional housing, youth literacy programs, racial justice and advocacy work and a co-ed fitness center.

YWCA's Youth Programs provide affordable, accessible out-of-school literacy programming for students from low-income households at four Youth Learning Centers (YLCs) in Mecklenburg and Union counties. Offered after school each day and all-day during breaks, teacher workdays and the summer, the literacy-based program supplements students' classroom learning with the goal of improving each youth's reading ability and supporting students holistically as they pursue their literacy goals.

Position Objectives

The Program Support Coordinator provides support and implements best practices for daily academic engagement, managing student assessments and coordinating program resources to support youth within the K – 5 literacy-based year-round, after-school and out-of-school full day programming for all centers in Mecklenburg and Union counties.

This position must be available to provide support to center staff as needed during the work day and rotate to work out of each center weekly to provide onsite coaching and support while youth are present. After-school hours of care are **generally** Monday – Friday, 2:30pm – 6:00pm and 9:00am – 5:00pm during school breaks, teacher workdays and planned school closures. Staff are expected to have office hours for administrative tasks the first part of the day and during blackout dates. Ability to work weekends and evenings on occasion. Must be able to travel to each center weekly to support center staff.

Duties and Responsibilities

Effectively Supports the Department of Youth Programs – 50%

- Supports program staff in the design and implementation of workshops, meetings, demonstrations and other learning opportunities for youth and families.
- In coordination with the admin team, helps determine and communicate department goals.
- Maintains knowledge of current practices in the field of family empowerment and participates in staff development and professional growth opportunities.
- Assists the Team Leads and center staff in the planning and implementation of monthly schedule of activities including computer-based literacy programs, special activities, field trips, support services, swim lessons, winter celebrations, other program-wide events and health and wellness activities.
- Available as needed at centers to cover critical duties for short-term absences, acting as the primary contact for the center for families, community partners and co-workers. Provides coaching and support when center staff need hands on training.
- Maintains line of sight visual supervision of all youth to ensure safety and security when working around children.
- Assists with transportation services for off-site events for youth as needed.
- In coordination with Team Leads, creates, communicates and manages the youth programs monthly and annual calendars.
- In coordination with the DYP admin team, keeps staff updated on policy changes, procedures, forms and general department changes.
- Provides technical support, instruction and coaching for center staff on a regular basis. Reports feedback to staff and Director in a timely manner after each onsite review session.
- Oversees literacy curriculum and support for all centers to ensure diagnostic assessments reflect marked improvements.

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Collaborates with the Community – 20%

- Upon request and oversight by the Director, may act as a liaison between families, schools and community organizations; fostering collaborations and establishing partnerships.
- Assists the Director in facilitating community involvement in programs and supports advocacy efforts to positively influence public policy, programs and services for youths and families.
- Assists with community needs and works with Director to develop new services as appropriate for youths and families.
- Schedules youth programs collective event activities with external partners serving all centers as determined by the Director.
- Works closely and collaborates with facility partners (parks and rec, housing authority, etc.) to build and maintain positive relationship.
- Makes regular visits to Second Harvest and other partner organizations to secure incentives and needed items for youth and families.

Manages the Volunteer Program & In-Kind Donations – 10%

- Manages volunteers for all centers, including supporting with onboarding and placement. Works with center staff to match program needs with interested volunteers.
- Oversees volunteer orientation and training.
- Manages in-kind donations in coordination with center staff and Philanthropy.

Supports Funding Assistance and Data Management – 20%

- Database administrator for Amira ensuring child records, reporting and programming are maintained and updated in a timely manner. Provides onsite training and support for staff as needed.
- Assists the Director in preparing and submitting proposals for funding and other forms of support through grants, volunteer/tutors, community agencies and corporate gifts.
- Provides pertinent information and outcome measurements to support the development of program and grant reports for funding.
- Updates and manages the department's monthly literacy report process.
- Assists in the timely preparation and submission of program reports including child nutrition, compiling necessary data from Youth Learning Center staff by established deadline.
- Understands financial reports, applies data to assess business effectiveness and efficiency and acts in a fiscally responsible manner.

Education and Experience

Bachelor's Degree in Education, Social Work, Sociology or equivalent education and/or experience required. Four years of experience working with families in a support role required. Experience in as an educator for K – 5 with coaching teachers strongly preferred. Effective communication skills both oral and written are required. Highly organized and detail oriented with strong attention to detail. Proficient computer skills needed to carry out duties of the position (Microsoft, database administration for learning tool, etc.). Classroom and teacher coaching experience strongly preferred. Knowledge of available community resources and services, social services concepts and principles, crisis intervention techniques, principles of child development and early childhood education and strategies for outcome measurements preferred. Able to effectively address overlapping projects and deadlines. Adaptable and reliable in the face of conflict, crisis or changing priorities. Bilingual in English/Spanish a plus.

Must be at least 21 years or older. A valid North Carolina or South Carolina driver license with three years of driving experience required. Position requires all youth program staff to drive a personal vehicle to the main YWCA campus regularly and drive a 15-passenger bus for program transportation needs. An AHA or Red Cross endorsed Adult/Child CPR, AED, First Aid certification is required and must be maintained while in this role.

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Benefits

- Medical Insurance
- Dental Insurance
- Vision Insurance
- Life Insurance
- Long-term Disability Insurance
- Short-term Disability Insurance
- Flexible Spending Account/Health Savings Account
- Dependent Flexible Spending Account
- 9 Paid Holidays and 3 Floater Holidays
- 19 days of Paid Time Off (increases in accrual at 2, 5, 7 and 10 years of employment)
- Extended Sick Leave
- Family Leave
- Volunteer Time Off
- 403(b) Retirement
- YWCA Retirement Fund (7% contribution made on your behalf after 2 years of employment)
- Employee Assistance Program
- Free YWCA Fitness Center Employee Membership (discounted family membership available)

Physical Requirements

The physical requirements described here are representative of those that must be met to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform their job. Required certifications for the position may have stricter physical requirements and when those conflict with the job description, YWCA will follow the requirements in the certification.

While performing the duties of this job, the individual is regularly required to talk or hear. Specific vision abilities required by this job include close and distant vision required for monitoring and maintaining safety of youth. Must be able to scan the room continuously and maintain line of sight for youth in care. Must communicate clearly, including projecting voice across distances. Must be able to hear noises and signs of distress. Occasionally required to remain stationary while working on administrative tasks and perform repetitive motion tasks that may include the wrists, hands and/or fingers. Must be able to operate standard office equipment and keyboard. Frequently required to stand, stoop, kneel, crouch, bend, walk, jump, reach with hands, arms and legs. Ability to lift and move 40 pounds. Must practice proper body mechanics to prevent injury. Must be emotionally and physically fit to care for youth on a daily basis and not be on any medication that would affect the ability to maintain safety while working with youth.

Required to ensure the safety and well-being of individuals by acting decisively and compassionately in high-pressure situations, including, but not limited to: the fire alarm being sounded, inclement weather, building evacuations, shelter in place and other emergencies. Must be able to perform all physical requirements for emergency CPR, AED and First Aid.

Other Information

Employment with YWCA Central Carolinas is contingent on successfully passing all of our pre-employment screenings, including but not limited to: a drug screening, reference checks, proof of certification (if applicable) and a background check. If applicable to the position, YWCA Central Carolinas employment may be contingent on a candidate meeting driver approval criterion as determined by motor vehicle record background check.

YWCA fully subscribes to the principles of equal employment opportunity and is committed to complying with all regulations under federal, state and local law. Recruiting and employment decisions are based on qualifications and capabilities to perform the essential functions of the job.

To apply, please go to our website: <https://ywcacentralcarolinas.org/work-with-us/>