



Program Coordinator Job Description

POSITION SUMMARY:

The Program Coordinator is charged with coordinating and administering all aspects of programs, member relations, special event support, volunteer recruitment and management, and other administrative duties as assigned by the Executive Director. This position requires someone who can work flexible hours, some evenings and weekends required, and has reliable transportation. This is a full-time, in-office, salaried position and hours vary depending on program and event schedules. This position will report to the Executive Director.

ESSENTIAL FUNCTIONS AND JOB RESPONSIBILITIES:

Program Development and Implementation

Plan the delivery of overall programs and activities in accordance with the mission and goals of the organization under direction of the Executive Director. These include, but are not limited to health and wellness programs, social and educational programs for teens and adults with Down syndrome, summer programs, bike camp, and continuing education for parents.

- Create new programs to meet the needs and expectations of members based on annual survey.
- Manage master program calendar and update in a timely manner.
- Maintain relationships in program development with partner agencies.
- Develop and implement a program evaluation to assess the strengths of each program and identify areas for improvement.
- Create and update program registration sites and ensure accuracy of information for each program including date, time, location, cost, spelling, and grammar.
- Track program attendance and report as-needed to the Executive Director for reporting to Board of Directors and funders.
- Maintain a file for these waivers and health forms and update bi-annually.
- Ensure that programs operate within budget established by Executive Director and board.
- Communicate with attendees about events in a timely manner including event details, costs, waiver, or liability forms.
- Work with Executive Director to ensure that all communications regarding events (including printed, social media and newsletters) are accurate.
- Create and maintain program Zoom meetings with a professional appearance that meets our brand standards.

Events and Fundraising

- Support and attend all fundraising events and provide logistical support leading up to and on the day of the event.
- Attend event and fundraising meetings as determined by Executive Director.
- Assist with any members who have issues with program registration.
- Assist in pulling event reports and tracking registration.



Member Relations

- Focus on member needs by anticipating, understanding, and responding to their needs or concerns within a timely manner including website, email, Facebook, and phone call inquiries. Bring any immediate issues or concerns to the Executive Director.
- Conduct annual member survey and event surveys as-needed.
- Collect member survey data for evaluation by Executive Director, Board of Directors, and committee members.
- Maintain confidentiality of all The Down Syndrome Partnership of North Texas members and families.
- Represent The Down Syndrome Partnership of North Texas at member functions, events, outreach events and ceremonies as determined by Executive Director.

Volunteer Management

- Recruit, screen and train volunteers for events and projects.
- Ensure that all volunteer records are current and a background check is conducted on all active volunteers bi-annually.
- Maintain records for all volunteers including application and criminal background checks ensuring that all confidential information is redacted.
- Communicate as-needed with volunteers regarding updated programs and events.
- Attend volunteer recruitment fairs as-needed.

Administrative

- Handle all incoming phone calls and general email inquiries.
- Prepare all donor letters in a timely manner.
- Update email and voicemail to reflect The Down Syndrome Partnership of North Texas holiday schedule.
- Provide general administrative support to Executive Director.

Bachelor's degree required.

Bi-lingual is preferred but not required.

Experience working with individuals with Down syndrome is preferred.

Must be proficient in MS Word and Excel.

Must have a valid driver's license, proof of liability insurance, reliable transportation, and be willing to work a flexible schedule.

Must pass a criminal background check.

Able to maintain confidentiality and present in a positive and professional manner at all times.

Must be able to handle multiple projects at a time and adhere to multiple deadlines.

Knowledge of social media platforms.

Comfortable speaking in public.