



**Serving and Empowering Homeless Families
to Achieve Sustainable Housing**

Position Title: Program Coordinator

Close Date: September 20, 2015

(interviews September 23)

FLSA: Non -Exempt

Revision Date: July 27, 2015

FTE .75

Reports to: Executive Director

General Position Summary:

Through a host of volunteers and a minimal staff, this non-profit agency is responsible for providing shelter, meals, mentoring, and emotional support to homeless families in need of sustainable housing and employment. Through this "Help-Hope-Home" effort, Family Promise of North Idaho (herein referred to as FPNI) offers individualized case management that links families to existing resources in the community.

Primary Functions/Major Responsibilities:

A diverse range of responsibilities is assigned, including managing our Day Center primarily with volunteers, performing office receptionist work and maintaining an accurate record of our budgeted activities. The Program Coordinator reports to the Executive Director.

Specific Job Duties and Skills:

1. Central point of contact for Day Center: staff, volunteers, and congregational network
2. Be familiar with and practice policies and procedures of the organization, as well as streamline communications, to be efficient and effective
3. Administrative support for recruitment and training of volunteers
4. Maintain and communicate the organization's host schedule as necessary
5. Administrative support to Transportation Coordinator – valid driver's license required
6. Administrative oversight of facility property and equipment
7. Maintain Day Center wish list
8. Administrative support and oversight of receptionist to include phones, mail filing, database management, email and all other front desk duties
9. Regular communication with the public and the FPNI network concerning activities and needs of the organization
10. Accept, process, log and acknowledge donations utilizing software
11. Maintain and oversee personnel records
12. Conduct regular team meetings to include agenda preparation, meeting minutes, and follow-up
13. Available to be "on-call" one weekend a month or as necessary



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Performance Responsibilities:

This position demands an organized and pro-active work ethic. It is essential that the Program Coordinator is able to multi-task, work under pressure and meet critical deadlines. He/she must be able to communicate clearly, verbally and in writing, with a variety of people that contribute to our agency's success. This position, as with all staff, must uphold confidentiality of guest families, past, present and future, who have been participants of the FPNI program. The Program Coordinator is expected to represent this organization professionally at all times.

Education/Experience Requirements:

The ideal Program Coordinator will have experience working directly with families in crisis. In addition, proficient reading and writing skills as well as a completion of High School or a General Education Diploma (GED) are required. Computers and an assortment of related software such MS Office are commonly used on daily basis; demonstrated proficiency will be evaluated. A minimum of five (5) years experience in a related field is required.

Physical Requirements:

The Program Coordinator is frequently required to stand, walk or sit. He/she will be required to climb stairs daily and occasionally need to move up to 25 pounds over short distances.

Dependability:

The successful candidate should be able to work independently, accept accountability and meet commitments to our agency and our guests. He/she should stay focused under pressure and be able to handle change and last minute situations. Being flexible and maintaining a positive attitude is imperative to this position.

Listening Skills:

Our Program Coordinator must be able to listen attentively to others, ask clarifying questions, and manage distractions and interruptions. Due to the highly relational nature and extensive diversity of tasks in each position at FPNI, timely acknowledgement of mistakes and oversights is essential in clear communication.



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Conclusion:

The requirements listed above are representative of the knowledge, skill and ability required.

Individuals may perform other duties as assigned, including work in other functional areas to cover absences or relief, to equalize peak work periods or to otherwise balance the workload for the good of the organization. FPNI of North Idaho is an Equal Opportunity Employer.

Signature of Program Coordinator

Date

Signature of Executive Director

Date