



## **SPECIAL PROGRAMS COORDINATOR- FAYETTEVILLE, NC**

### **AGENCY DESCRIPTION**

Connections of Cumberland County is a non-profit 501(c)3 located in Fayetteville, NC. We operate the only Day Resource Center in the area serving single women with or without children experiencing or at risk of homelessness. We provide comprehensive case management and other supportive services to our clients in an effort to improve the lives of children within the families.

### **JOB DESCRIPTION**

As a rapidly growing agency, we are looking to add a Special Programs Coordinator to assist in coordinating the efforts and overseeing compliance in assigned programs to best meet client needs within program guidelines. The ideal candidate is energetic, organized, self-motivated, and is able to work comfortably without continuous oversight. They are passionate about promoting agency efforts and eager to work in an empowering environment while making a difference in the lives of the single women and children within families we serve.

### **REQUIRED EXPERIENCE**

- Bachelor degree in human services, with supervisory experience or equivalent work history

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

The essential functions include, but are not limited to the following:

- Assesses clients referred to special programs to determine eligibility
- Oversees daily operations of assigned program(s), and coordinates the activities of program(s)
- Trains and oversees assigned staff and interns providing comprehensive case management and provides comprehensive case management to special program participants
- Monitors data compliance and conducts periodic document reviews for assigned programs to ensure information is available for grant request and funding from outside sponsors
- Manages outreach efforts in the community to recruit volunteers for special programs and to raise awareness of agency efforts
- Trains and oversees volunteers assigned to special programs
- Conducts timely oral and written communications with team members and participants to ensure consistent care and accurately documents interactions in a timely manner
- Protects and secures the privacy and confidentiality of non-public information (PII)
- Collaborates with the Executive Director and committee members to evaluate program performance and recommend refinements and improvements for assigned programs
- Assists in developing and maintaining policy and procedure manuals for assigned programs with input from the Executive Director, program committee members and various functional groups
- Communicates policy updates to team and participants as necessary
- Provides monthly report to Executive Director and designated committee for assigned programs
- Assists case management team with completing assessments for new clients when needed
- Performs other duties as assigned

### **MINIMUM QUALIFICATIONS (KNOWLEDGE, SKILLS, AND ABILITIES)**

- Bachelor degree in human services, with supervisory experience or equivalent work history
- Case management or data entry experience preferred
- Highly-organized, self-motivated individual with the ability to work comfortably without continuous oversight
- Team player with leadership skills and the ability to work in a fast-paced environment with a solution-oriented mindset
- Close attention to detail and the ability to plan ahead
- Interpersonal skills, including excellent written and verbal communication
- Unwavering focus on customer service and delivering an unparalleled client experience
- Administrative and clerical skills with strong proficiency in data entry, Google Docs and Microsoft Office (Microsoft Word, Excel, and Outlook)

### **EMPLOYMENT TYPE**

- Part-time - Monday-Thursday, 8:30am-4:30pm (1 Hour Lunch)
- Scheduling flexibility and remote work available based on the needs of the agency
- Occasionally, evening and weekend hours may be required for events and/or outreach efforts
- Not to exceed 30 hours per week

### **PAY RANGE**

- \$16.50 to \$19.50 per hour
- Based on experience and qualifications

Send Resume to [admin@connectionsofcc.org](mailto:admin@connectionsofcc.org)