



## Program Coordinator

### Who We Are

Bridges of Hope (Bridges) is a grief support community for children, teens & their families. We empower youth to learn, connect, share & grow after a death through evidence-based grief support services in a safe, trauma-informed group setting.

### Position Description

Under the supervision of the Program Manager, The Program Coordinator is responsible for the implementation of Bridges' innovative ***Stepping Stones Grief Support Program*** (Stepping Stones) which includes an overnight camp, school-based groups, family workshops, community rituals & other events.

We are looking for a detail-oriented, self-motivated professional, with a creative & playful spirit, who is coachable and committed to working collaboratively in a nimble, start-up style environment. This position includes a client-facing component as well as back-office responsibilities.

Responsibilities include but are not limited to:

- Member (Client) Support:
  - Process & respond to new inquiries and referrals
  - Track leads & members using Salesforce Program Management & Case Management software modules
  - Onboard new children/families
- Service Planning & Evaluation:
  - Create registration forms and program communications
  - Serve as a liaison between community partners (e.g., schools) & group facilitators
  - Administer & track key service delivery metrics and program assessments & outcomes
- Service Delivery:
  - Collaborate closely with Program Manager to plan events & activities
  - Manage the purchase & inventory of program supplies within budget
  - Schedule facilities, coordinate staff/volunteers, & manage vendors to implement events & activities with precision & attention-to-detail
  - Provide hands-on logistical support for all activities & events



- Volunteer Support:
  - Respond to volunteer inquiries
  - Onboard new volunteers
  - Assist with volunteer training
  - Schedule & manage volunteer assignments
  - Maintain volunteer records
  
- Digital Communications & Marketing:
  - Create program & marketing collateral using Canva
  - Create/send program & marketing communications via Constant Contact
  - Make updates to website using WordPress
  - Support quarterly newsletter development
  
- Administrative Support:
  - Answer office phone, review voice mails, & route requests
  - Use technology tools on a daily basis to accomplish tasks including Google Suite, Salesforce, MS Office, WordPress, Monday.com, Canva, Constant Contact, Zoom etc.
  - Purchase office supplies

#### Additional Details:

Full-time Exempt reporting to the Program Manager

Salary Range (annual): \$40,000 - \$45,000

Benefits: 3 Weeks of Vacation + Federal Holidays, Health Insurance, Flexible Work Environment, Professional Development Budget

#### Desired Skills & Qualifications

##### **Required:**

- ✓ 2+ years professional experience
- ✓ Tech-savvy with interest in learning new software
- ✓ Detail-oriented event coordination with ability to adapt & problem-solve
- ✓ Experience with children & teens
- ✓ Comfort talking about death, grief, & difficult issues
- ✓ Strong communication & relationship skills – both listening & speaking - on the phone & in-person
- ✓ Availability to work pre-scheduled evenings (1-2/month) & weekends (5-6/year)
- ✓ Car & license for local travel

##### Preferred/Ideal:



- Bachelor/Associate Degree
- Passionate connection to our mission
- Bilingual (Spanish)
- Familiarity with grief support best practices
- Familiarity with Salesforce Non-Profit Starter Pack
- Ability to start in **May/June 2024**

### Application Procedures

This is an exciting opportunity for professional growth as Bridges expands its reach & impact over the next few years. To apply, please visit [www.bridgessc.org/apply](http://www.bridgessc.org/apply) to complete a short form as well as attach your resume & cover letter. Your cover letter should explain your interest in our grief support mission and highlight your experience most related to the Program Coordinator responsibilities.

Application Deadline: **April 12, 2024**