



THERE WITH CARE
Program Coordinator
Job Description

The Program Coordinator is responsible for ensuring families are supported throughout their medical crisis in a way that aligns with There With Care's mission and values. To this end the Program Coordinator enlists the help of staff, a volunteer pool, in-kind donors, and service providers within the community. The Program Coordinator is the liaison between the family, There With Care staff and volunteers, and the referring organization.

Candidate Qualities

The Program Coordinator:

- Is a good listener who approaches the position with compassion and care and is non-judgmental.
- Has a professional, calm, clear, and responsive verbal and written communication style, and the ability to maintain clear focus and a calm demeanor during a fragile situation.
- Has excellent time and project-management skills, yet is able to be responsive at any moment to adjust workload and provide care to meet a family's immediate need.
- Is thoughtful and considerate when collaborating with referring organizations, volunteers, and families.
- Is resourceful in finding creative solutions to meet each family's needs and in finding ways to ease their burdens.
- Can create an environment that provides a meaningful volunteer experience and nurtures a diverse pool of volunteers, professional services, and in-kind donors.
- Is an advocate for There With Care and is willing to nurture a volunteer or donor relationship in order to strengthen our community.
- Has strong organizational skills and the ability to manage a large amount of details that accompany tracking the support of a family and their needs.

Job Responsibilities

The Program Coordinator will:

- Perform the job in alignment with There With Care's core values.
- Process incoming family referrals and have direct contact with each family.
- Listen to a family with compassion, care, and non-judgment to determine the family's needs during their medical crisis.
- Assess, prioritize, and adapt plans to meet immediate family needs.
- Collaborate with the Executive Director and department directors for ways to meet each family's needs and to cultivate and support relationships with volunteers, service providers, and in-kind donors.
- Build a professional relationship with the referring organizations, ensuring a collaborative approach to supporting families.

- Manage each week's volunteer opportunities, ensuring volunteers are able to meet appropriate family needs and reconcile inventory tickets.
- Provide ongoing tracking and reporting on a family's status, needs, and donated and purchased support to meet these needs.

Compensation

This is an hourly, part-time position.

How to Apply

Please submit your cover letter and resume to sara.alexander@therewithcare.org.

Criminal Background Check

This position requires a Criminal Background Check. We reserve the right to make employment contingent upon successful completion of a Criminal Background Check.

Equal Employment Opportunity

There With Care reserves the right to modify job responsibilities as described above when necessary. Employee has all rights as described in California State laws. There With Care is an Equal Opportunity Employer.