



HISPANIC CENTER

of western michigan

Program Coordinator

Position Title: Program Coordinator

Reports To: Director of Programs

Job Summary: The Hispanic Center of Western Michigan is seeking an experienced individual to case manage youth between the ages of 14-24 for the Supporting Our Leaders (SOL) Youth Program. The Program Coordinator will be in charge of monitoring data and student files to ensure quality and that programs are adhering to grant guidelines.

The mission of the SOL Program is to prepare Latino youth and their families for life long success through college preparation, leadership opportunities and work readiness activities. The SOL program supports and guides students and families in underserved neighborhoods in order to help them graduate from high school and prepare for post-secondary education and the workforce through year-round programming through various grants.

Specific Functions

- Recruitment and retention of youth for programming
- Enroll/ register participants (determine eligibility, gather necessary documents, etc.)
- Monitor, maintain and evaluate files
- Worksite development (develop and maintain partnerships with community organizations)
- Conduct worksite orientations
- Worksite placement (determine appropriate worksite placements for program participants)
- Processing timesheets gather and enter data (participant pre/post, supervisor agency evaluations, etc.)
- Worksite monitoring (monitor caseload at worksites to complete worksite monitoring form and ensure youth are placed in a safe environment as well as assuring positive relationship with worksite supervisors)
- Coordinate youth support services and conduct outreach with community partners aligned to outcomes and needs of youth
- Prepare files for auditing and be present during auditing times to answer any questions
- Provide program data and reports for funding sources as required
- Meet or exceed outcomes of youth grants and contracts
- Deliver excellent customer service to all clients, youth, parents, staff and community partners
- Contribute to a positive healthy work environment with staff, students and community
- Developing and distributing forms, flyers, etc.
- Assist participants in entering and graduating from educational institutions
- Serve as a positive and appropriate role model at all times, including via social media
- Other duties as assigned

Qualifications:

- Education: A Bachelor degree or equivalent in human services or related field.
- Experience: At least one-year experience in customer services or social service field. Experience working with “at-risk” high potential youth with a positive asset-based approach. Experience in workshop/training facilitation.
- Skills: Ability to work both independently and as part of a team. Effective oral and written communication skills. Computer proficiency, especially with Microsoft Excel, Power Point, Word, Google Docs, data entry and internet research. Bilingual in Spanish required. Ability to adhere to strict confidential policies and to set and maintain appropriate boundaries with youth. Culturally competent working with diverse Hispanic youth populations and families. Ability to establish and maintain positive partnerships with schools, local organizations and partners. Highly organized, strong attention to detail and meets all deadlines. Ability to maintain a flexible schedule with occasional evening and weekend hours. Strong work ethic, teamwork and problem-solving skills.
- Other: Compliance with criminal background investigation protocol, substance use protocols and diversity and inclusion policies. Must possess authorization to work in the US.