



**HISPANIC CENTER**  
of western michigan

## Youth Program Coordinator

### Position Summary

The Youth Program Coordinator goal is to prepare Latino youth and their families for lifelong success through college preparation, leadership opportunities and work readiness activities. The 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.

### Responsibilities

- Recruitment and retention of youth for programming.
- Enroll/ register participants (determine eligibility, gather necessary documents, etc.).
- Monitor, maintain and evaluate files.
- Work site development (develop and maintain partnerships with community organizations).
- Conduct work site orientations.
- Work site placement (determine appropriate work site placements for program participants).
- Processing time sheets gather and enter data (participant pre/post, supervisor agency evaluations, etc.).
- Work site monitoring (monitor caseload at work sites to complete work site monitoring form and ensure youth are placed in a safe environment as well as assuring positive relationship with work site supervisors).
- Assist students and clients with school enrollment, FAFSA applications, college applications, etc.
- Facilitation of curricula and program events.
- Prepare files for auditing and be present during auditing times to answer any questions.
- Provide program data and reports for funding sources as required.
- Data Entry of participant information into the agency's Salesforce Data Management System.
- Meet or exceed outcomes of youth grants and contracts and keep Program Manager updated with status of meeting outcomes.
- Deliver excellent customer service to all clients, youth, parents, staff and community partners.
- Enters data into online databases and monitor for accuracy and adherence to grant guidelines.
- Encourage, reinforce high school completion/GED, and trade program enrollment daily.
- Implements workforce recruitment and support services with community partners and schools.
- Contacts youth weekly to get updates on their plans for enrollment into programs.
- Maintains & expands effective collaborative relationships with schools, orgs, etc.
- and serves as liaison between youth program staff and management staff.
- Perform other duties as assigned.

### Qualifications

- Associates degree or equivalent in human services or related field. Bachelor's degree preferred.
- Bi-lingual in Spanish required.
- At least one-year experience in customer services or social service field.
- Knowledgeable of various developmental curricula.
- Experience working with "at-risk" high potential youth with a positive asset-based approach.
- Experience in workshop/training facilitation.
- 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.



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- 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.