

## Program Coordinator Job Description

### Job Summary:

The Program Coordinator reports to the Programs Manager and is responsible for managing the implementation and administration of program delivery.

With the support of a staff team, the Program Coordinator will ensure the appropriate allocation of organizational resources, ensure timely completion of all deliverables and reporting requirements in assigned programs, negotiate contracts with suppliers and manage program budgets (as needed). Maintaining and developing partnerships with existing and potential stakeholders is an important part of this position. The Program Coordinator will also contribute to strategic and operational planning, helping to ensure that the organization fulfills its mandate, goals and objectives through leadership, innovation and collaboration.

### Primary duties & responsibilities:

- Adapt to changing environment with innovation, leadership and problem solving
- Provide supervisory leadership to staff and develop their skills and contributions through coaching, training, and performance management including documentation
- Demonstrate organizational skills to meet assigned program objectives, including innovation to improve existing systems
- Delegate tasks commensurate with staff roles and responsibilities, providing guidance, oversight and development opportunities
- Ensure adherence to program goals and objectives, plus funding requirements
- Implement WEST's policies and procedures and program guidelines
- Analyze and monitor contractual goals and obligations regularly, as well as the assigned budget, report progress and status and recommend improvements for review, approval and implementation.
- Regularly analyze and monitor contractual goals and obligations, as well as the budget, to report progress and status and to recommend improvements for review, approval, and implementation
- Interact with management, coordinators, support services and administration to coordinate service offerings and ensure resources are being optimized
- Develop and maintain effective working relationships with external contacts, represent WEST at meetings and events as needed and act on the agency's behalf with community partners during and after work hours as assigned
- Work with the placement staff to coordinate volunteer activities within the program

## Qualifications:

Strong leadership skills are valued, as are solid problem solving and crisis management. Solid oral and written communications, interpersonal, collaborative skills are essential. The ability to work positively with staff, clients, volunteers, and others outside of WEST in the community is critical.

- University degree in a related area
- 5 years related social services experience, including recent direct supervisory experience
- Proficient computer skills, along with the ability to analyze data
- Bachelor's degree in business management, social work administration or related discipline, or directly-related equivalent experience
- Sensitivity to immigrants, women and under/ unemployed individuals.
- Demonstrated sensitivity to the principles of building effective teams
- Exceptionally strong oral and written English communications skills
- Proficient in the use of Microsoft Office, as well as email and internet skills
- Strong research, organizational and interpersonal skills
- Ability to work independently, but also to work with teams

## Essential Skills:

- Excellent communication and writing skills
- Self driven. Ability to work diligently with minimal supervision
- Strong Computer Skills
- Ability to complete tasks fully in a timely and quality manner
- Ability to maintain poise, quality of work and efficiency during busy times
- Strong analytical and interpretive skills
- Ability to evaluate and prioritize tasks
- Must be self-motivated, well-organized and possess excellent writing and speaking skills.
- Must be able to promote dialogue, collaboration and influence and empower others
- Demonstrable practical experience working with diverse groups and a variety of tools

Apply in writing with a cover letter and resume to [careers@westofwindsor.com](mailto:careers@westofwindsor.com)

WEST Inc. reserves the right to hire during the posting period. We thank all candidates for their interest; however, only individuals selected for interviews will be contacted. Due to the large volume of applicants, we regret we cannot confirm that our office has received resumes.

(Accommodations available upon request)