



Worcester Housing Authority
630 Plantation Street
Worcester, MA 01605

POSITION TITLE: Program Coordinator – Youth Programs

DEPARTMENT: Family and Resident Services

STATUS: Non-Exempt

SALARY: \$50,000 - \$60,000, dependent upon experience

POSITION SUMMARY:

One of the many ways the WHA is breaking the cycle of poverty among its residents is through the development of programs designed to target youth, equipping them with the skills, resources, and education needed to flourish, thrive, and achieve self-sufficiency. These programs include the WHA's summer camp programs, after-school learning center programs, arts programs, basketball program, as well as other educational programming for WHA residents. Under the direction and supervision of the VP of Resident Services, the Program Coordinator will oversee the planning and implementation of these programs from end to end, overseeing operations, managing budgets, coordinating with partnering agencies, achieving measurable results, and analyzing data and metrics to continuously refine and improve these programs or add additional programming that will benefit public housing youth and assist in achieving the mission of the WHA.

This is an onsite (not remote), fully benefitted position. Normal business hours are from Monday through Friday, 8:00 a.m. to 4:30 p.m., though this position may require occasional work outside of normal business hours for special events. This position may require driving to various WHA sites to coordinate programs or events.

ESSENTIAL FUNCTIONS:

1. Collaborates with the Vice President of Resident Services and community partners to establish program goals, deliverables, scope, and methodologies.
2. Creates and manages all program data and produces reports to track milestones, goals, and to identify and resolve any problem areas; presents data to drive strategic program decisions.
3. Engages in outreach activities to drive program enrollment and participation and monitors and manages program attendance.
4. Establishes quality standards and quality control procedures, consistently assessing programs and seeking opportunities for improvement.
5. Builds strong relationships with community partners, prospective funders, stakeholders, and clients to ensure implemented solution meets defined success criteria.
6. Monitors the program budget under the guidance of the VP of Resident Services.
7. Collects regular client feedback and uses creativity to establish, improve, and refine services.
8. Assists in the development of grant proposals, contracts, funding requests, and renewals as requested in seeking funds to sustain and expand programs.

9. Regularly gathers, reviews, and acts on all required data within established timelines, including providing reports and metrics to the VP and department Chief.
10. Develops and maintains working relationships with other WHA departments, vendors, and funders to garner support and participation.
11. Attends meetings and trainings related to the program as requested.

OTHER RESPONSIBILITIES:

1. Performs similar job-related duties as assigned.

EDUCATION, EXPERIENCE AND SKILLS REQUIRED:

1. Four (4) year college degree required.
2. Ability to create, coordinate and follow through on the administration of programs.
3. Ability to work independently, take initiative, and produce positive results.
4. Attention to detail and analytical skills; ability to use data to drive program success.
5. Familiarity with process improvement techniques and methodologies.
6. Excellent interpersonal communication skills; ability to set expectations and goals, and to accept and deliver constructive feedback.
7. Ability to work effectively with clients representing diverse backgrounds and cultures.
8. An understanding of the cycle of poverty, its causes, and barriers faced by this demographic.
9. Ability to manage multiple tasks and projects simultaneously, stay organized and meet deadlines.
10. Excellent computer skills, specifically in Microsoft Teams, Word, Excel, and Outlook.
11. Ability to be relied upon to be available for work.
12. Valid, insurable driver's license required.