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**Worcester Housing Authority  
630 Plantation Street  
Worcester, MA 01605**

**POSITION TITLE:** Program Coordinator – Adult Programs

**DEPARTMENT:** Resident Services

**STATUS:** Exempt

**SALARY:** \$50,000 - \$55,000, dependent upon experience

**POSITION SUMMARY:**

Many of the WHA's residents are persons with disabilities and elders who will likely age in place in our properties. Equipping these residents with the skills, resources, and education needed to flourish, thrive, and age in place safely and with dignity helps to better their lives and the greater community. These programs may include, senior transportation, summer concert series, holiday meals program, pet clinics, wellness fairs and vaccine clinics, social engagement events, and resident councils. Under the direction VP of Resident Services and the supervision of the Program Manager, the Program Coordinator will assist in the planning and implementation of these programs from end to end, including operations, budgeting and fundraising, outreach, coordination with partner 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 residents. 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 also requires driving to various WHA sites to coordinate programs or events.

**ESSENTIAL FUNCTIONS:**

1. Collaborates with the Vice President of Resident Services and Program Manager, community partners, and funders to establish program goals, deliverables, scope, and methodologies.
2. Creates and manages 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. Provides direct support to established resident councils, including training, elections, guidance on State and Federal Regulations, general support and ordering of supplies
5. Establishes quality standards and quality control procedures, consistently assessing programs and seeking opportunities for improvement.
6. Builds strong relationships with residents, community partners, prospective funders, stakeholders, and employees to ensure implemented solution meets defined success criteria.
7. Monitors program budgets under the guidance of the VP of Resident Services.
8. Collects resident feedback and uses creativity to establish, improve, and refine services.
9. Assists with fundraising efforts, including fundraising campaigns and outreach, development of grant proposals, funding requests, and renewals seeking funds to sustain and expand programs.
10. Regularly gathers, reviews, and acts on all required data within established timelines, including providing reports and metrics to the Program Manager, VP and department Chief as requested.
11. Develops and maintains working relationships with other WHA departments, vendors, and funders to garner support and participation.

*The Worcester Housing Authority provides reasonable accommodations to people with disabilities*

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12. 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. Minimum of a 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 Word, Excel, and Outlook.
11. Ability to be relied upon to be available for work.
12. Valid, insurable driver's license and reliable vehicle required.