

POSITION TITLE: Program Coordinator
CLASSIFICATION: Regular, Exempt, Salary
DEPARTMENT: Programs
REPORTS TO: School Programs Manager
FULL-TIME/PART-TIME: Full-Time



OVERVIEW

The Program Coordinator identifies student participants who are at risk of dropping out of high school and provides advocacy services to ensure high school graduation and continued success post High School. Additionally, the Program Coordinator is responsible for the recruitment, retention, and on-going communication with School Liaisons who serve as the link between Youth On Their Own (YOTO) and the student. The Program Coordinator conducts outreach to community partners to increase referrals to the YOTO program.

Minimum Qualifications:

- Bachelor's degree in Education, Social Work, Psychology, or related field.
- Experience working with youth ages 12 – 22; Compassion and understanding for challenged youth population we serve
- Ability communicate calmly and supportively with youth using non-judgmental language.
- Ability to work with and maintain confidential files, records, and correspondence with understanding of timely and accurate maintenance of program data and statistics as necessary.
- Ability to adapt to different situations in a calm and professional manner.
- Ability to communicate and work in collaboration with numerous supporting constituents and as part of a team.
- Performs duties with a trauma-informed care approach.
- Valid driver's license, clean driving record, and access to own auto (mileage reimbursement provided) and proof of auto insurance.
- Ability to receive Fingerprint Clearance Card.
- English/Spanish speaker preferred, but not required.

ESSENTIAL DUTIES

Program (80%)

- Travel to and meet with School Liaisons and student participants at their school on a regular basis.
- Regularly conducts academic trend analyses to identify at-risk student participants; priority given to 12th grade student participants to ensure their high school graduation.
- Assess student applications quickly and accurately to determine program eligibility.
- Maintain a large caseload of assigned students, schools, and liaisons efficiently. This includes, but is not limited to:

- Respond to questions from School Liaisons and student participants quickly and professionally.
- Timely coordination of services for students (tracking requests, ensuring students receive requests, etc.).
- Accept and process student applications and bill assistance requests.
- Recruit School Liaisons in schools where there is no Liaison by working with appropriate school personnel at the school site.
- Coordinate new and returning School Liaison training/YOTO orientation with the Schools Program Manager and provide ongoing assistance with YOTO policies and processes in order to ensure smooth service delivery for student participants.
- Using current technologies develop a strategy for facilitating communication with and among Liaisons and student participants.
- May assist in other duties related to the administrative aspects of the YOTO program.
- Responsible for meeting metrics delineated by the School Programs Manager related to school visits, liaison contacts, and student engagement and success.
- Present to other appropriate organizations information about the YOTO program to ensure the community is aware of the program and can make referrals of homeless teens when appropriate. This may include, but is not limited to:
 - Conducts outreach to Arizona Department of Child Safety in Pima County to increase referrals of eligible youth enrolled in group homes and the foster care system to the YOTO program.
 - Conducts outreach to other appropriate community agencies and government departments to increase referrals of eligible youth to the YOTO Program.
 - Represent YOTO at tabling events, speaking events, resource fairs, community events, and organization fundraising events.
- Represents YOTO in a professional manner and presents information congruent with organizational policies and procedures.

College & Career 15%

- Meet with School Liaisons and Student Participants at their school as needed for topics related to College & Career. Conduct senior meetings and transition planning with seniors who are on-track to graduate high school.
- Respond to questions from School Liaisons and Student Participants, as well as be able to anticipate guidance and mentoring needs, in terms of post-secondary success (college and career), as needed. Support students with filling out, or reviewing, their FAFSA applications

Mini Mall 5%

- Provides coverage for the student drop-in center (Student Success Center) when needed.
- Addresses needs and answers questions from student participant drop-ins, youth drop-ins, and community members inquiring about YOTO services.

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- Participates to create a safe and welcoming space for all students and community members by implementing trauma-informed practices, being at all-times LGBTQ+ inclusive, being culturally aware and sensitive, and acknowledging the diverse experiences of those in the Student Success Center.

Physical Demands/Working Conditions:

- Intermittent physical activity including bending, reaching, and prolonged periods of sitting and using a computer
- Able to lift up to 20 pounds.

DISCLAIMER

This job description is not an exhaustive list of all functions that the employee may be required to perform, and the employee may be required to perform additional functions pertinent to the position. Youth On Their Own reserves the right to hire the most qualified candidate for this position who can perform the essential functions of the job with or without reasonable accommodation. Youth On Their Own reserves the right to revise this job description at any time.

EMPLOYEE SIGN OFF

“I have read this job description (or had it read to me) and I fully understand all my job duties and responsibilities. I am able to perform the duties and responsibilities as outlined, with or without reasonable accommodation. I understand that my job duties and responsibilities may change on a temporary or regular basis according to the needs of my location or department and if so I will be required to perform such additional duties and responsibilities. If I have any questions about job duties not specified on this description that I am asked to perform, I should discuss them with my immediate supervisor or a member of the HR staff.”