



## Urban League of Broward County Employment Opportunity

Title: **Program Coordinator**  
Classification: Full Time - Exempt  
Division/Team: Housing/SSVF  
Supervisor: Director of Programs  
Revision Date: November 2019

**Supportive Services for Veteran Families (SSVF)** is designed to serve homeless and low-income Veterans and their Families to provide supportive services that promote housing stability. SSVF program is a nationwide effort funded by the Veteran Administration to tackle homelessness within the Veteran community. Services offered to veterans and their families are: housing counseling for shelter assistance including rental properties; personal financial planning; transportation; and legal referrals. Additional supportive services will include, but are not limited to, employment preparation and income support services.

### **Purpose of Position**

A Program Coordinator is ultimately responsible for the effective implementation, management and evaluation of specific program areas.

### **Essential Duties and Job Responsibilities**

- Responsible for all administrative and management activities related to implementing programs.
- Hires, trains, and evaluates staff; establishes effective working relationships and lines of communication with program staff and management team.
- Completes annual performance goals and performance reviews, including introductory reviews in a timely fashion for all staff.
- Assesses and resolves operational and personnel issues within written policies and procedures.
- Maintains a working understanding and knowledge of all program contracts and operational policies and procedures
- Maintains a working understanding and knowledge of all program related client management systems.
- Monitors and evaluates program components to ensure that contract compliance, program objectives and outcomes are achieved.
- Monitors and evaluates the accuracy of the program paperwork and client files to ensure compliance with all relevant rules, regulations, and guidelines; conduct site visits of programs.
- Prepares with Finance staff for all external audits from funding sources.
- Ensures that all internal and external corrective actions are implemented and maintained.
- Implements and monitors budgets to ensure efficient use of resources; monitors financial utilization and output realization for each program contract.
- Provides coordination and acts as a liaison to a wide variety of groups including governmental agencies, community based organizations, contractors, educational institutions, and employers to further the goals of the Urban League.
- Informs the Supervisor on all matters of importance and concern regarding programs.

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- Supervises and ensures the accuracy of a wide variety of reports in a timely fashion.
- Collates research and statistical data related to Urban League programs.
- Drafting grant proposals and program contracts utilizing collected research information and statistical data. Identifies funding to expand and enhance the League's initiatives.
- Evaluates programs and suggests program changes and/or development.
- Maintains positive relationships with all funding source representatives; responds to inquiries timely and accurately; attend meetings of funding sources.
- Facilitates staff development through group and individualized activities.
- Prepares reports as requested to address inquiries from internal and external sources.
- Responsible for implementing a comprehensive performance management system that complies with Urban League policies and ensures 100% contract compliance and utilization.
- Actively participates in ULBC special event committees and projects.
- Performs other duties as assigned.

### **Job Specifications and Requirements**

- Bachelor's Degree required in the field of social work, counseling, public administration, or related human service field.
- At least three years of job related experience
- At minimum three years of experience in administration and staff supervision.
- At minimum, 2 years of direct service case management experience
- Ability to coach and train staff as well as identify skill gaps.
- Detailed knowledge and experience in case management and documentation.
- Willing to work some evenings and weekends
- Ability to express ideas clearly in both written and oral communications.
- Proficient in time management to fulfill all tasks in a timely manner
- Ability to work effectively with persons of all ages and diverse backgrounds, skills and abilities
- Ability to carry out responsibilities with flexibility to adapt to changing needs and goals.
- Must be computer literate with familiarity utilizing client management systems
- Must have outstanding organizational skills
- Must have excellent presentation skills.
- Positive and team-oriented attitude
- Bilingual (English and Spanish or French or Creole) candidates preferred.

### **Other**

- Must have a valid Florida driver's license and reliable transportation.
- Must pass a Level 2 background and drug screening.

**To Apply:**

**Submit Cover Letter and Resume to:**

[HIRING@ULBCFL.ORG](mailto:HIRING@ULBCFL.ORG)

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