



WE CAN Job Description

Program Coordinator, Participant Engagement and GROW

Job Title: Participant Engagement Coordinator
Reports to: Assistant Director
Status: Hourly, Non-Exempt
Effective: April 1, 2023

ABOUT WE CAN

WE CAN (Women's Empowerment through Cape Area Networking) was founded in 2001 to empower Cape Cod women by providing unique services that inspire hope and bring increased stability, self-sufficiency, and opportunity to their lives. WE CAN serves more than 2,100 women each year with free and confidential legal services, employment and business support, financial empowerment, mentoring, and personal development programs. More than 60% of our participants access more than one service at WE CAN.

POSITION SUMMARY

The Program Coordinator, Participant Engagement and GROW, works closely with staff and volunteers as an initial point of contact for individuals seeking information, assistance and access to WE CAN's programs as well as servings as the coordinator of the Getting Results through Others Wisdom (GROW) program. This position interacts directly with participants daily via phone, email and in person, and helps to shape the participants overall experience with WE CAN. The individual in the position engages, listens, and assesses in a holistic manner the needs of the participant to offer access to internal and external services.

The Program Coordinator oversees the planning of the GROW program for women business owners; including the recruitment of participants, the application and screening process, scheduling and evaluation processes and follow up as needed with GROW alumni. Additionally, with the support of the Assistant Director, the Program Coordinator collaborates with other organizations and grantors to ensure WE CAN fulfills its obligations related to GROW and small business services for women.

In addition, the Program Coordinator shares responsibility with other program team members for community outreach, engagement, workshop coverage and other duties as assigned.

DUTIES AND RESPONSIBILITIES

- Participant Engagement and Access
 - Engages participants from initial contact through their on-going involvement in WE CAN programs in a strategic and thoughtful manner.

- Engages with individuals seeking assistance via phone, text, email or in person four days per week by listening and responding with empathy, caring and professionalism.
 - Schedules participants in WE CAN programs and documents all participant encounters in the database.
 - Provides information and referral (I & R) to participants about other organizations based on what participants need.
 - Conducts follow up and post- service calls as determined by the program managers to ensure participant needs were met and/or to link to further services.
 - Provides on-site and in-person support to WE CAN volunteers as they answer phone calls from individuals seeking services at both offices.
 - Identifies, documents and reports trends in participant needs to Program Team for program development and updates. Tracks, compiles and provides monthly participant metrics to leadership to assist in program evaluation.
- Coordinates the GROW (Getting Results through Others' Wisdom) Program
 - Coordinates and oversees the GROW program for women business owners which is offered 2-4 times annually.
 - Manage the recruitment of participants, the application and screening process, scheduling and evaluation processes and follow up as needed with GROW alumni.
 - Support volunteer GROW facilitators throughout the program to:
 - Match participants with groups and ensure they feel supported throughout the process.
 - Manage reporting requirements associated with the GROW program relative to funding source.
 - Create materials for each GROW cohort
 - Share resources for small business owners
 - Arrange for guest speakers
 - Outreach to local business owners to recruit participants
 - Recruit and engage potential GROW facilitators
- Community Outreach
 - Functions as a key member of the WE CAN team developing relationships with other community-based organizations through in-person and virtual outreach and mutual sharing of information.
 - Updates resource materials (including in office brochures and postings) to ensure that all partner information is up to date for use by volunteers, staff and participants.
 - Attends 3-4 WE CAN workshops annually across Cape Cod annually to support participants.
- Other duties as assigned to support WE CAN staff members, volunteers and participants.

SKILLS AND EXPERIENCE

- Relatable life experience, or previous experience working with vulnerable populations is highly valued
- Professional, respectful and welcoming demeanor
- Organized and detail-oriented with ability to complete and track tasks
- Excellent interpersonal skills and boundaries
- Flexibility and ability to adapt as technology enhances program delivery
- Self-motivated, ability to work both independently and effectively in a team environment
- Excellent communication skills: written, oral, and electronic
- Openness to learning new tasks, skills, and procedures and skill in creating systems when needed
- Understanding of WE CAN mission and organizational philosophy and the ability to communicate it to stakeholders
- Commitment to working with women of diverse backgrounds, ages and life situations to support success and independence

EDUCATION AND EXPERIENCE

- Associates or Bachelor's degree in human service related field preferred, but not required
- Familiarity with local Cape community resources and organizations and is creative to engage underserved communities
- Experience working with volunteers and women in need in work setting preferred

HOURS: 40 hours per week; Monday-Friday, including some evenings for meetings, workshops or scheduled events. WE CAN is located in Harwich Port and in Hyannis. Travel between locations as well as to other places is required to support WE CAN programming.

We strongly encourage applicants who are people of color, indigenous, immigrants and refugees, LGBTQ+, people with disabilities and those with lived experience or a passion for WE CAN's mission to apply.

WE CAN is an equal opportunity employer committed to hiring a diverse workforce and sustaining an inclusive culture. WE CAN does not discriminate on the basis of race, ethnicity, religion, sex, color, national origin, age, sexual orientation, gender identity or expression, marital status, mental or physical disability, genetic information, veteran or military status, or on any other basis prohibited by applicable law.