



## **Program Specialist Job Description**

*Updated 9/1/22*

### **Overview**

*Over the last few years, our level of programming has increased exponentially. This position will provide support for the two coordinators who work with our children (age 0-17) and their families. The person in this position needs to be an exceptional team player as they will provide shared support to two different staff people (in addition to interacting with the rest of the staff team). The demands of this position will also require an exceptionally detailed individual who is capable of handling multiple tasks throughout the day. We envision this position averaging about 15 to 20 hours/week.*

### **1. Character and Personal Growth Attributes**

- Show a respect for others, commitment to quality, integrity, and self-motivation as well as have a positive attitude.
- Relationally, must show an ability to work well with others, resolve conflicts and be trustworthy.
- Be an aggressive learner who is consistently trying to grow both in knowledge and in their competencies.
- Contribute to mission and vision of the DSAGC and model our core values.

### **2. DSAGC Staff Responsibilities**

- Provide shared support to our Early Matters (EM) Coordinator and our School Age (SA) Coordinator. Collectively, they will provide the supervision and support for this position. In addition, the Executive Director will be available to troubleshoot and/or provide counsel as needed.
- Attend Full Staff Team meetings, as well as any other all-staff gatherings. Also attend bi-weekly programming team meetings. Both meetings are held on Monday mornings at 10:00 am.
- Submit a bi-weekly time card, monthly Staff Report and expense summary.
- Perform other responsibilities as assigned by the Executive Director.

### **3. Database Assistance**

- Acquire the knowledge and skills to be able to help the DSAGC fully utilize our Salsa Engage database system. These skills would include: entering new records, editing records, cleaning up addresses, marking participation fields, consolidating duplicate records, performing queries and running reports. During Buddy Walk season and if available, assist in the process of entering donations into the Donor Drive database.
- Compile and send a registration report to all four Program Coordinators on Monday mornings.
- Update our Programming Metrics chart with participation numbers.
- Send text reminders to all program participants two days before the event or class.

- Manage the transition coding of children and teens as well as their parents as they move from one age-specific program category to another.
- Quarterly, update all program participation forms in the database.
- Send satisfaction surveys to program participants after classes and/or events.
- As needed, update other children, teens, and parents' records in the database as directed by the EM and SA Coordinators.

#### **4. Programming Assistance Responsibilities**

- Provide logistical support to the programming coordinators for events, classes and projects as directed. The programming coordinators will still be the “planners” behind the different programming initiatives, but this Program Specialist will help with some of the behind-the-scenes work to organize the initiatives. One of these tasks would include helping set up rooms for classes or events.
- On occasion, be available to serve as a Program Host or help the Volunteer Coordinator secure the necessary Program Hosts for all children’s programs.
- Update the room calendars of any rooms that need to be reserved.
- Track all EM and SA program registrations and communicate any details to the participants and their families or caregivers. This includes the handling of any refunds if necessary.
- Send reminders, thank-you notes and invoices to instructors/presenters of children’s programming classes and events.
- Work with the Communications Coordinator to send a quarterly Programming Feedback Survey to all participants. Distribute the results of the surveys to the Programming Coordinators.
- Assemble binders, folders, care packages and new parent baskets as needed. On occasion, drop off care packages to hospitals. Track who receives each of these.
- Make copies and manage any mailings that are needed to support the Programming Team.
- Be available to assist the Event Manager the week of and the week after our major Special Events. Balance this with other normal responsibilities during those weeks.

#### **5. Reviews**

- In order to provide our staff with more consistent feedback and create an ongoing dialogue about priorities, performance challenges, and ways they can feel supported and empowered, we have moved away from traditional performance reviews. Instead, every staff member must fill out a monthly report that they submit to their supervisor. Part of this report involves outlining their top three to five work priorities on a rolling basis about the upcoming 90 days. They will also outline progress they have made on their current monthly priorities.
- Going hand in hand with the monthly report, every staff member and supervisor will have regular (at least monthly) check-in meetings. A significant part of these meetings will include being informed of and progress made towards their priorities for both the previous and upcoming 90 days.