



Program Coordinator

Job Description

Step By Step, Inc. is a Christ-centered, nonprofit ministry that provides resources and support to young single mothers ages 12-24. We exist to empower and embolden young single mothers and their children through healing, encouragement, faith and education. The position of Program Coordinator is a full time salaried position reporting to the Program Director.

Position Description

The Program Coordinator (PC) is responsible for assisting the Program Team in the development, management, and implementation of both client care and client programming. This includes but is not limited to: planning meeting details, recruiting and training volunteers, individual client care and follow up. Emphasis will be on direct client care. The (PC) must be high energy, a self-starter, and demonstrate an intense love and compassion for the population served through the ministry of Step By Step (SBS).

In addition, the (PC) will work directly with the Program Team to develop life skills courses for SBS moms and kids. This includes but is not limited to the Step Into Freedom financial literacy course. The (PC) must have the ability to communicate well and with sensitivity to the diverse cultural population of SBS and fully embrace its vision and mission statement. The ideal candidate must also have an ability to empower our clients to problem-solve, seek resources, and set goals for themselves.

Characteristic Duties

Client Workshops:

1. Facilitate and lead client programming with an emphasis on in-office workshops.
2. Review and adapt course curriculum to client needs.
3. Interview and select appropriate workshop facilitators.
4. Coordinate transportation routes for clients utilizing SBS vans.
5. Provide case management for course participants.
6. Organize volunteers (including childcare volunteers and van drivers), program incentives, and refreshments.

Client Programming:

1. Maintain a client caseload as directed by the Program Team.
2. Provide one-on-one ministry/mentoring/lay counseling and prayer with clients as directed by the Program Team.
3. Visit mothers in homes and hospitals.
4. Perform new client intake process and Dare to Dream goal setting sessions as directed by the Program Team.
5. Be available for crisis intervention with clients

Volunteer Engagement:

1. Help recruit and train new volunteers as needed.

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2. Cultivate and retain volunteers through strong communication strategy.
3. Assist with the planning and implementation of volunteer training events as directed by the Program Team.

Administration:

1. Attend weekly staff prayer and planning meeting
2. Assist with special projects and events as needed
3. Maintain appropriate documentation such as grant reporting, maintain organized and updated client communication and assessment files. Maintain Salesforce database.
4. Create and maintain documents as needed.

Candidate Qualifications

- Must be a person of high moral character, with an active and growing love for Christ.
- Must have a passion for the vision of the ministry of Step By Step, Inc., and a loving, compassionate, non-judgmental demeanor regarding young single mothers and their children.
- Experience in trauma-informed care is a plus.
- Must be regularly available for evening hours (includes workshops and occasional Thursday evening attendance)
- Must be willing to assist with sharing van duties
- 1+ year case management experience in social work/social services/human services setting required.
- High degree of initiative, high energy, positive, “can-do” attitude, flexibility and teamwork
- Must possess the ability to communicate and work well with people from all socioeconomic backgrounds.
- Basic computer skills required
- Fluency in Spanish preferred
- Associate’s Degree or higher, or equivalent education or experience, including military

Benefits

- Full-time salaried position. Salary range \$28,000 to \$31,500.
- Health Reimbursement Account, compensated \$300 per month
- 80 hours of vacation time per year
- Flexible work schedule
- Office culture of self-care and collaboration
- Paid annual staff retreat and professional development opportunities

TO APPLY FOR THIS POSITION: Please submit a letter of interest, CV/resume, and three professional references via email to apply@sbslex.org.