



Program Coordinator

JOB DESCRIPTION:

The Program Coordinator is a part-time position with potential to become a full-time position. This position will report to the Directors at New Hope Center for Grief Support. Primary responsibilities include oversight of New Hope's grief workshops and seminars. This position will provide program coordination, participant registration, program development, program execution, volunteer coordination, training, and evaluation. This role will be responsible for engaging in developing volunteer leaders, facilitator training and development, coordination of all programming, logistics, and communication with host locations. This position does require some evening/weekend availability for programs and trainings.

PRIMARY RESPONSIBILITIES:

Program Management

- Ensure consistent, high-quality bereavement support programming for New Hope Workshops and Seminars. This includes staff-led workshops and seminars, in addition to center grief support services during office hours.
- Ensure all programming has detailed program plans that are prepared, launched, executed, and evaluated for each program throughout the calendar year.
- Create and edit online forms for programs and events with pre-registration requirements.
- Responsible for workshop and seminar breakout groups of participants and facilitator pairings.
- Ensure all facilitators are properly trained and have experienced a similar loss of the group they are leading, participation in ongoing training, and facilitator discussions.
- Assist facilitators, coordinators, and leaders with program attendance, curriculum, sub-needs, and questions pertaining to programs.
- Create, follow, and update program plans and playbooks for each program effort (workshops, seminars).
- Ensuring all participant forms are uploaded, Donor Perfect profiles created, participants flagged, and volunteers flagged for all programming attended.
- Organize and deliver Facilitator Training 2x a year with support from Directors and Staff.
- Organize and host Debriefs after programming to discuss successes and opportunities.
- Create and communicate Program Outcomes and Impact Reports for each program and compile them after completion of the program and at year-end for the annual report.
- Assist the Business Manager with quarterly newsletters and annual reports, and in sending necessary communications.

- Work with Directors and Business Manager to create Host Agreement Contracts for annual programming host locations.
- Utilize and store documents pertaining to participants, host locations, and logistics in Donor Perfect and SharePoint.
- Provide coaching, training, and guidance to staff and volunteers to support all grievers through calls, emails, groups, programming, and more.
- Assist with recruiting, training, and managing volunteer program leaders, facilitators, speakers, and other key programming volunteers for offsite workshops, seminars, and ongoing peer support groups.
- Responsible for program scheduling, preparing content and curriculum.
- Assist with the annual programming calendar for publication.
- Conduct and review program evaluation for each program area within workshops and seminars.
- Update and use logic models for current programs and new programs to help determine the need, strategy, and execution plan.
- Work with the New Hope Staff to plan and host our annual Kid's Camp.
- Provide onsite support for New Hope workshops and seminars and ensure virtual programming is staffed.
- Ensure all programming content is updated and accurate on the website on a reoccurring basis.

Fund Development:

- Plan and assist at all New Hope fundraising events.
- Assist grant writers with information pertaining to sought-out data for grant applications or report-outs.

QUALIFICATIONS & ABILITIES:

- Highly organized, experience managing simultaneously program groups and events.
- Demonstrated spiritual and emotional maturity in managing volunteers and interns.
- Two years of programming experience, preferred experience working with grieving adults and children, but not necessary.
- Growth mindset and ability to manage program growth and expansion.
- Education: bachelor's degree preferred.
- Experience with program development and evaluation is helpful.
- Demonstrated ability to lead, train, and coordinate volunteers in providing peer-based grief support services.
- Highly organized with demonstrated strong oral and written communication skills.
- Efficient in Microsoft Office Products. SharePoint and Donor Perfect knowledge bonus.
- Strong level of empathy & compassion; healthy self-care practices and professional boundaries.

COMPANY OVERVIEW: New Hope Center for Grief Support, located in Northville, Michigan, is a 501c3 non-profit organization dedicated to bringing hope, healing, and new beginnings to adults and children grieving the death of a loved one.

Our vision is that those who come through our program create a safe community for others in grief and change the way our culture views grief and loss.

Please visit our website at: www.newhopecenter.net.

BENEFITS & COMPENSATION:

- 30-32 hours per week
- \$20-\$23 per hour
- Schedule flexibility with evening and some weekend availability.
- Personal experience with healing after loss is helpful.
- Bereavement training and leadership development.
- PTO is based on performance and employment longevity.