

DIAL/SELF Job Description

Title: DIAL/SELF AmeriCorps Program (DSAP) – Program Coordinator

Department: Community Service-AmeriCorps

Supervisor: DSAP Program Director

Status: Full-time Exempt

Job Summary:

The Program Coordinator (PC) co-creates a learning community that supports positive youth development and civic engagement through the framework of National Service by: (1) Recruiting, matching, and supporting those who could benefit from a developmental service experience. (2) Creating opportunities for members of different backgrounds, personalities, perspectives, identities, strengths, and growth support-needs to connect, learn, contribute, and build community. This includes: coordinating Friday workshops, team building activities, orientations, and coaching individual members. (3) Collaborating with the program director to carry out all program operations, including systems design, delivery, and tracking. (4) Playing an active role in the community, supporting members and sites in real-time, and building relationships that nurture the program ecosystem. (5) Co-operating a responsive system for continuous learning and improvement. DIAL/SELF is committed to creating a culture of diversity, equity and inclusion, and the work of this position will benefit from applicants able and willing to embrace this commitment. The Program Coordinator exemplifies the values of the program!

Preferred Qualifications:

- Applicants with lived experience (i.e. successfully completed a term of DSAP).
- Bi-lingual Fluency

Qualifications:

- Motivated by connection to the values and/or mission of the program.
(Values: creativity, collaboration, respect, belonging, positive youth development, integrity. objective: support greater connection to learning and social-emotional learning skills).
- Experience with education, youth work, and/or nonprofits.
- Ability to be open, collaborative, responsive, and communicative.
- Ability to create effective organizational systems for prioritizing tasks and following through.
- Willingness to take initiative in conceiving of and executing the steps to meet big picture goals. (i.e. is motivated to continuously improve the program and, where possibly, expand capacity for and quality of program activities).
- Ability to handle stressful situations with healthy boundaries.
- Brings creativity to program operations with an orientation of “how can we best make this work to benefit all?”
- Basic computer skills, including email, word processing, and spreadsheets.
- Experience with coaching, program coordination, and/or group facilitation preferred.
- Must have a valid driver’s license, reliable transportation, and have safe driving record (no major faults in last 3 years)
- Must be willing and able to work in person. (Ideally, the person would live within 1 hour of DSAP office and workshop locations)
- CORI, SORI, DCF and FBI background required by funders as part of hiring process

Duties and Responsibilities:

- Create and steward the “Member Development” experience, including:
 - Design and implement learning opportunities rooted in DSAP’s values, including Friday workshops, team service projects, and orientations (Academic, Summer, & individual). Prepare a curriculum of weekly workshop topics; coordinate guest facilitators; support participation, reflection, connectedness, contribution, and feedback responsiveness.
 - Facilitate the team service project, using circle-process as the model of team engagement and asset-based community development as the model for the project activities.
- Coordinate the member recruitment and matching process. Use innovative strategies to recruit a diverse Corps representative of the communities served by the program. DSAP motto: how can we co-create this opportunity to the benefit of all? How can we make it work?
 - Cultivate dynamic, developmental site service opportunities
 - Coordinate member match process with sites
 - Support member onboarding, including criminal history check processes
- Serve as the point-person for Hampden County members and sites.
- Support member growth through one-on-one Individual Development Plan meetings, site observations, and meetings with site supervisors. Identify and share resources as needed or requested.
- Develop strong community relationships through participation in Hampden County coalitions, community events, intentional outreach (in-person), and consistency.
- Maintain member files and related administration systems: collect and ensure member timesheets, criminal history checks, evaluations, performance measurement tracking, and other documentation to meet compliance requirements.
- Collaborate with the Program Director (PD) to carry out basic program functions such as member orientations, Friday workshops, service events (YELO/MLK), site partner meetings, and graduation.
- Collaborate with PD to develop continuous improvements, in part through soliciting input and involvement from program participants (youth, members, sites, D/S, MSA, community at-large).
 - Implement an ethos of conscientious responsiveness that incorporates feedback and attends to the bigger picture of DSAP values and objectives.
- Collaborate with PD to develop a sustainability plan, in part by capturing and telling the story of DSAP in quantitative data, qualitative snapshots, and (social) media.
- Collaborate with DIAL/SELF, the agency, for mutually supportive programmatic operations.
- Undertake related training and development opportunities to grow within the PC role
- Support Upward Bound Summer Corps onboarding, orientation and tracking
- Participate in weekly meetings with the Program Director
- Other duties as needed.

Compensation:

- \$48,750 per year (+\$975/year Bi-lingual Fluency, +\$975/year relevant Lived Experience serving as a DSAP Member, \$1,950/year for both Bi-lingual Fluency and Lived Experience)
- Health New England, Delta Dental (70% employer paid)
- Life Insurance (100% employer paid)
- MA Extended Family & Medical Leave (100% employer paid)
- 12 Paid Sick & 21 Days of Paid Time Off per fiscal year at starting
- Up to 30 minutes paid self-care time per day
- Retention Bonus after 1 year (\$600)