Lutheran Social Services of the Southwest (LSS-SW)
Job Description

Program Development Coordinator

Exempt: No  Base Wage: Set by C.E.O
Reports to: Program Director  Department: Refugee and Immigration
Program: Refugee and Immigration Services  Date Reviewed: November 2021
Location: Tucson  Supervises: N/A

General Description:
The Program Development Program offers innovative activities and new approaches to service delivery to strengthen meaningful long-term integration into the Tucson Community for recently-arrived refugees and asylees. Working in partnership with community leaders and a wide range of community groups, programming targets successful navigation of mainstream services and access to community support systems that fill gaps in services rather than duplicate existing programming.

The Coordinator will be responsible for developing and implementing creative, contract-compliant programming reaching at least 175 refugees within their first five years post-resettlement. The Coordinator will be responsible for outreach to eligible refugees, both directly and through refugee leaders and other community groups. Additionally, the Coordinator will be responsible for checking all required compliance documentation and submitting monthly program reports, as well as leveraging and coordinating with other LSS-SW programs and expertise.

Program Aide Essential Duties & Responsibilities

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<td>25</td>
<td>Working with the Program Director and other LSS-SW staff to identify all available services and strengthen long-term refugee integration. Utilize previously documented priorities, feedback from participant satisfaction surveys and recommendations from clients, refugee resettlement agency staff, and community partners to target programming. Continue to solicit feedback from refugee community stakeholders to further refine programming.</td>
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<td>Expand and leverage LSS-SW community partnerships to offer meaningful referral pathways and create new opportunities for refugees to benefit from existing mainstream programs and other community support resources. Consult a wide range of refugee leaders, including religious leaders, Ethnic Community-based Organizations (ECBOs), Mutual Assistance Associations (MAAs) and individual refugee leaders to deepen their involvement in the program and connections to the broader resettlement community.</td>
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<td>Ensure effective outreach to the refugee community to generate strong attendance in events and participation from a cross-section of refugees and asylees within their first five years in the US, regardless of which agency resettled them initially. Utilize print, social media, word of mouth and direct outreach and all other possible channels of communication to promote all program opportunities to maximize refugee benefit and participation.</td>
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<td>Maintain accurate records and documentation of participant attendance at all programming, satisfaction surveys and monthly report submission. Maintain hard copy and ARRPODS-based records that both support and document contractual compliance and effective programming. Maintain established work schedule, including a high level of self-direction and responsibility. May include weekend and evening events. May include state and national travel.</td>
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| 15 | External Relations  
1. Develop and maintain relationships with collaborating agencies, local communities and congregations; attend area coalition meetings and community consultations.  
2. Represent the organization in the community as an industry and issue expert by presenting at workshops and trainings and serving on task forces and workgroups.  
3. Participate with the Fund Development staff in the introduction of individuals to the organization and cultivation efforts, including “Come and See” events, sharing of success stories and communicating the needs of the programs.  
4. Ensure that external communications including marketing materials, messages, correspondence, and other materials are consistent and follow branding guidelines. |
| 5 | Follow internal protocol immediately with regard to safety, health, and the environment of the member and employee workspace and workplace equipment. |
| 2.5 | Present a professional attitude and wear professional attire at all times. |
| 2.5 | All other duties as assigned. |

Supervisory Responsibilities: N/A

Qualification Requirements:
To perform this job successfully, the individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Bachelor's Degree or equivalent combination of relevant education and/or experience in working in a developing country, in a humanitarian context or with vulnerable populations. Education, teaching, youth services or mentorship experience as well as previous experience working with refugees strongly preferred.

- Provide and maintain a current Level One Fingerprint Clearance Card, clear the Department of Economic Security Central Registry Background Check and a criminal
background and motor vehicle screening; must maintain valid AZ Driver’s License, a clear driving record and reliable transportation for the duration of employment.

Knowledge, Skills, and Abilities:
• Proficient computer skills and knowledge of Outlook and Microsoft Office Programs (i.e. Word, Excel, PowerPoint).
• Excellent interviewing, perceptual, diagnostic and assessment skills.
• Ability to relate well with individuals of varied lifestyles, backgrounds and ethnicities.
• Experience in cultural diversity.
• Ability to assess individual’s strengths and weaknesses.
• Strong organizational and coordination skills.
• Ability to participate as a member of a team, including collaboration, cross-training, and mutual assistance.
• Ability to work independently with high initiative.
• Ability to travel to throughout the state as requested by supervisor

Language Skills:
Ability to communicate clearly. Ability to listen and perceive need. Ability to work with people form diverse backgrounds non-judgmentally. Ability to effectively present and represent LSS-SW and the program’s needs to religious and community groups as well as others in the social services community.

Mathematical Skills
Strong ability to understand basic math and calculations.

Reasoning Ability:
Ability to define problems, collect data, evaluate information, draw conclusions, and take appropriate action based on this information. Ability and confidence to make decisions and to solicit guidance from Program Director.

Physical Demands/Work Environment
The physical demands and work environment characteristics here are representative of those that are needed by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
• While performing the duties of this job, the employee may be required to sit or stand for long periods. The employee frequently is required to use hands to hold objects and operate office equipment.
• The employee is required to be able to listen and communicate effectively.
• The employee may be required to occasionally lift and/or move +50 lbs.
• The noise level in the work environment varies with the activity level of the facility.
• The employee must be able to orientate and navigate well within the Program’s geographic boundaries, be willing to drive to client’s home, and conduct home visit tasks in client’s home.
EID __________ Name ______________________________

I have read and understand this document. I have had an opportunity to discuss this document with my supervisor.

______________________________________________  ______________________
Employee Signature                             Date

__________________________
Employee Print Name

__________________________  ______________________
Supervisor Signature               Date