



## **PROGRAM COORDINATOR: PARTNER SERVICE AND SUPPORT**

*Parenting Journey's mission is to assist and inspire families in becoming more resilient by supporting them in developing the inner strengths, life skills, and networks of resources they need to succeed.*

### **ABOUT THE ORGANIZATION**

Parenting Journey is a nonprofit Training Institute serving social services agencies and clinicians nationally and globally by helping parents build stronger, more resilient families. Since its founding in 1982, Parenting Journey has trained more than 3,300 human service professionals who offer Parenting Journey's programs at more than 500 sites/organizations nationally and internationally, to the benefit of more than 52,000 parents and their 130,000 children.

Parenting Journey's model is experiential and sits at the intersection of social justice, equity, and clinical practice by applying trauma-informed and strengths-based strategies for family development and resilience. Our work is anchored in Parenting Journey, our signature program. We also offer specialized versions of the program for immigrant parents and parents in recovery, and we are planning an expansion of our training, coaching, and advisory offerings. We serve several professional audiences by:

- Partnering with parent- and family-serving organizations to provide transformative experiences through trauma- and stressor-informed programs
- Engaging professionals and paraprofessionals working with families at risk and under-resourced communities to discern and build on the strengths of those they serve
- Equipping clinicians to incorporate these therapeutic strategies into their practice

Parenting Journey is undertaking a phase of expansion and investment that will highlight its training institute while capturing its attention to innovation, community and parent support, along with field building on a national and international scale. Our goal is to transform the health and well-being of families by expanding the adoption of Parenting Journey programs and practices in a way that is deeply intertwined with host agencies' core mission and service models.

### **THE ROLE**

Program Coordinator reports to the Senior Program Director and provides administrative support, coordination, and analysis for cultivation of partner agency relationships, outreach, and engagement by the Senior Program Director, Director of Network Support, and Associate Director of Program Development and delivery of 1:1 advisory services to partner agencies.

The Program Coordinator's responsibilities will be:

- Supporting creation/customization of business development materials
- Managing "coverage plans" and scheduling for SPD, DNS, and ADPD; coordinating and tracking outreach and engagement with partner agencies
- Supporting delivery of non-PJ program training services, including agency/individual coaching, facilitation and advising, group professional development/continuing education programs
- Supporting proposal development and contracting with partner agencies
- Supporting relationships and coordinating with distribution channels/partners for professional development/continuing education programs
- Tracking interactions and service delivery through PJ's platforms, including Salesforce and Canva

*Note: this listing represents the majority of day-to-day responsibilities in this role, but other duties may be assigned as needed.*

In addition, the Program Coordinator will interact with other members of the PJ team in key areas on behalf of the Program team, including:

- Responding to SPD and Market Development requests for information on current program delivery and case studies
- Supporting SPD, DNS, and ADPD by gathering data on current partner agencies, securing periodic feedback, coordinating pilot programs

### **THE IDEAL CANDIDATE**

We seek candidates with strong organizational and interpersonal skills, along with a demonstrated interest in the human services sector. Key skills and attributes include:

- Bachelor's degree preferred with 2-3 years of work experience in a comparable organization, whether non-profit (e.g., social and human services agency) or for-profit (e.g., professional services or training)
- Demonstrated ability to prioritize and multi-task in a multi-partner environment, with strong detail and customer service orientation
- Strong interpersonal and communication skills
- Skilled in Microsoft Office suite (Word, PowerPoint, Excel); additional experience using cloud-based information systems (e.g., Salesforce, Canvas) is preferred

### **POSITION PROVISIONS**

This position is located in metro-New York or Boston and requires an ability to travel periodically to Parenting Journey offices.

Parenting Journey is an Equal Employment Opportunity and Affirmative Action Employer and looks forward to an inclusive hiring process. It encourages a broad range of applicants, including candidates from diverse backgrounds and cultures.



**TO APPLY**

Please email a cover letter and resume to [joinourteam@parentingjourney.org](mailto:joinourteam@parentingjourney.org) with subject line: **Program Coordinator-Partner Service and Support**. Please send applications by February 24, 2024. For more information about Parenting Journey, please visit our website at [www.parentingjourney.org](http://www.parentingjourney.org).

**Program Coordinator – Partner Service and Support**

<p><b>Role</b></p>	<p>Supports the Service Delivery and Partner Support activities of Parenting Journey, including:</p> <ul style="list-style-type: none"> <li>• Cultivation of partner agency relationships, outreach, and engagement by Directors; proposal development and contracting with existing partners</li> <li>• Delivery of training and non-training services to partner agencies and wider audiences</li> </ul>
<p><b>Responsibilities</b></p>	<ul style="list-style-type: none"> <li>• Supporting creation/customization of business development materials</li> <li>• Managing “coverage plans” and scheduling; coordinating and tracking outreach and engagement with partner agencies</li> <li>• Supporting delivery of non-PJ program training services, including agency/individual coaching, facilitation and advising, as well as group professional development/continuing education programs</li> <li>• Supporting proposal development and contracting with partner agencies</li> <li>• Supporting relationships and coordinating with distribution channels/partners for professional development/continuing education programs</li> <li>• Tracking, analysis, and response to trainee feedback</li> </ul>
<p><b>Accountabilities</b></p>	<ul style="list-style-type: none"> <li>• Providing responsive, high-quality support to Directors, including internal and external communications, content creation</li> <li>• Consistent prioritization and multi-tasking across Program Managers and Director, areas of responsibility</li> <li>• Ensuring consistent and accurate record-keeping and documentation on partner agencies, PJ interactions with agency staff, and services delivered; running reports as needed on outreach and business development activity with current partners</li> </ul>
<p><b>Ways of Working</b></p>	<ul style="list-style-type: none"> <li>• Reports to the Senior Program Director, works most closely with Director of Network Support and Associate Director of Program Development in support of their work; regular coordination and communication with Program team on priorities and deadlines</li> <li>• Responds to requests from the Market Development team for information on current program delivery and case studies</li> </ul>

	<ul style="list-style-type: none"><li>• Supports the Offering Development team in gathering data on current partner agencies, securing periodic feedback, coordinating pilot programs</li><li>• Coordinates with Finance and Administration on proposal development and contracting, PD/CE partner relationships</li></ul>
<b>Time Allocation</b>	<ul style="list-style-type: none"><li>• Internal-facing management and collaboration: 80-90%</li><li>• External-facing partner agency coordination: 10-20%</li></ul>