

Nationalities Service Center – Job Announcement

Family Strengthening Program Coordinator

Position Overview

The Family Strengthening Coordinator will oversee all aspects of implementation of the Healthy Relationships program under the Department of Health and Human Services and the US Committee for Refugees and Immigrants. The Coordinator will facilitate healthy relationships and financial education workshops for immigrant and refugee communities. The Coordinator will implement workshops including securing space for workshops, collecting attendance information, implementing curriculum and related activities and supporting overall program success. The Coordinator will implement outreach to targeted communities for implementation of workshops. The Coordinator will supervise case management staff including assigning cases and managing the delivery of program related case management. This position will oversee contract compliance, prepare and provide reports, and foster relationships with internal and external partners. The Coordinator will collaborate with other NSC staff to ensure the delivery of comprehensive and coordinated services. The Coordinator will also provide support to NSC's Bridge to Wellness program, providing services to immigrant survivors of domestic violence. Responsibilities in this area will include: staff supervision, contract management and reporting.

The Coordinator has internal contacts with the entire NSC staff and external contact with clients, social workers, social service resources, visitors, and the general community. This position has access to sensitive NSC information and is expected to handle such information with integrity and professionalism. This position has regular contact with members of the community and is expected to represent NSC in a professional manner.

The Coordinator will report directly to the Director of Health and Wellness.

Job Responsibilities

- Facilitate relationship enhancement curriculum including recruitment, implementation and documentation.
- Help assess community needs and interests to guide topics covered during sessions.
- Perform clerical and administrative duties to support program documentation and evaluation.
- Maintain accurate and timely program documentation.
- Oversee eligibility determination for referred individuals, and ensure direct and/or coordinated services to eligible populations.
- Develop and monitor mechanisms for identifying, linking, and serving eligible populations.

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- Identify gaps in service delivery system, referral networks and outreach methods and use a collaborative approach to find solutions to increase capacity.
- Develop and monitor MOUs with target partners to ensure ease of referrals.
- Maintain financial records and track program spending.
- Represent NSC at local, state and national levels.
- Maintain case files and complete program documentation.
- Manage a minimum data set and other data to support ongoing program evaluation.
- Complete all reporting requirements according to funders' expectations.
- In partnership with the Director and the collaborative partners to increase program visibility among political, social service, educational and other entities, while developing successful partnerships with those parties.
- Attend and/ or participate program sponsored conference calls, webinars, and workshops.
- Participate in strategic planning efforts for program planning and future department initiatives.
- Cooperate with the Director to explore new funding resources and secure new opportunities to strengthen the program.
- Attend relevant workshops or join professional groups as necessary to maintain professional knowledge and licensure.
- Adheres to NSC's security and confidentiality guidelines and ensures the appropriate handling of sensitive information.
- Other duties as assigned within the scope of position expectations.

Qualifications and Experience

- Understanding of NSC goals and objectives and ability to work and contribute as part of a larger team.
- Strong understanding of issues relevant to refugees and immigrants.
- Ability to foster excellent relationships with clients, staff and partners.
- Demonstrates ability to manage multiple tasks by carefully setting priorities, meeting deadlines, and scheduling time efficiently.
- Basic understanding of computer operations and use a variety of common software programs including Microsoft Office, spreadsheets, and customized databases.
- Ability to organize tasks in an efficient manner and follow-up and follow-through with strong attention to detail in a fast-paced environment.
- Demonstrates ability to work with other people through a cooperative effort.
- Possesses strong interpersonal skills as demonstrated by compassionate, courteous, cordial, cooperative, and professional interaction with diverse groups of co-workers, program members, social services resources, social workers, and the community.
- Adheres to all NSC policies and procedures.

Experience, Education, and Licensure

Minimum Experience: 3 years of experience working with immigrant and refugee populations. Experience working with refugees in a social services environment is preferred. Bi-lingual (Arabic, Kinyarwanda, Kiswahili, French or Farsi) preferred.

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Minimum Education: MSW, MPH or similar degree preferred.

Licensure: Ability to navigate public transportation.

Compensation: This position is full time. Compensation based on experience.

How to Apply

Deadline: 2/27/18

Please email detailed letter of interest and résumé to jobs@nscphila.org. Please no phone calls.

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