



## Program Coordinator - Job Description

At the West Seattle Helpline (WSH), we believe that nobody should have to sleep on the street. Despite this, over 11,000 people are experiencing homelessness in King County, many of whom lost their home after an eviction or utility shut-off. Our organization puts a stop to homelessness through rent and utility assistance, bus tickets, and our Clothesline, the largest all-ages clothing bank in Seattle.

The WSH seeks an energetic and empathetic Program Coordinator. The Program Coordinator will be responsible for executing the delivery of the WSH direct service programs - the Hotline, the Clothesline, Financial Assistance, and Transportation Assistance. This position is critical to serving the individuals and families in our community who are at risk of homelessness, hunger, and other detrimental poverty-related outcomes.

### Key Responsibilities

- Volunteer recruitment, training, and management
- Review client applications, conduct client meetings, and work with debtor to complete financial assistance
- Work with ED for approval and distribution of assistance checks
- Coordinate with Clothesline volunteers to ensure highest quality experience for clients and volunteers
- Manage the Helpline Hotline through regular maintenance and monitoring to ensure accuracy
- Manage client and volunteer databases
- Provide administrative and logistical support as-needed
- Other duties as assigned

### Preferred Skills/Qualifications:

- Experience recruiting and managing volunteers
- Experience working with low-income, underserved, and marginalized groups
- High levels of organization and attention to detail
- Excellent interpersonal and communication skills
- A desire to help individuals and families in need in our community
- Ability to manage conflict with diplomacy
- Detail-oriented with strong organizational skills
- Knowledge of pertinent organizations issues, including housing security, human services, and addressing injustices in underserved communities
- Passion for the mission and commitment to addressing housing and social, racial, & economic justice issues in Seattle / King County

### Minimum Requirements:

- Proficiency in Microsoft Office/ Google Suite and comfort learning new computer programs & systems
- Ability to work independently and collaborate with a team
- Prior experience and/or education in addressing housing security, human services, and addressing injustices in underserved communities a plus, but not required
- At least two years of formal work experience
- One professional reference and one personal reference



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The Program Coordinator will report directly to the Executive Director and work in consultation with the staff and interns.

This is a full-time, non-exempt position that requires a willingness to work some evenings and weekends. Includes generous paid time-off (PTO) policy, 11 paid holidays per year, and a healthcare stipend. Selected candidate's employment approval will be subject to a background check.

**Compensation Range:** \$18.00, hourly. Plus benefits package.

**Desired Start Date:** January 2, 2019

### TO APPLY:

Submit a resume and cover letter via email with the subject line "Program Coordinator Position." Application review will be on a rolling basis, beginning November 30, 2018.

For questions and to submit an application email [director@wshelpline.org](mailto:director@wshelpline.org).

*The West Seattle Helpline is an equal opportunity employer. We are committed to cultivating a diverse staff and board that reflects the communities that we serve. Employment and promotional opportunities are based upon individual capabilities and qualifications without regard to race, color, religion, gender, gender identity or expression, pregnancy, sexual orientation, age, national origin, marital status, citizenship, disability, veteran status or any other protected characteristic as established under law. Women, people of color, members of the LGBTQ community, and people with disabilities are strongly encouraged to apply.*