

POSITION DESCRIPTION

POSITION: Program Coordinator – New Mexico

REPORTS TO: Program Manager – New Mexico

CLASSIFICATION: Non-exempt

CREATED: 8.14.26

The Foster Alliance (TFA) supports the foster care community by providing essentials to benefit children on the foster care journey, believing all kids deserve a chance to win! Therefore, our vision is that every child on a foster care journey thrives. Always.

Team members bring their individual strengths to complement TFA's mission and values. Each team member has a specific role as we strive to create a culture within the organization that is creative, human-centered, and innovative.

SUMMARY:

The Program Coordinator plays a crucial role as the "first impression" for clients, volunteers, and donors ensuring they receive services in a timely and appropriate manner. Reporting to the Program Manager – New Mexico and working primarily in the Albuquerque Office, this position is responsible for creating a smooth and positive experience for all TFA clients (families, caseworkers, volunteers, and donors), while following TFA's policies and data documenting procedures to include all OSHA safety standards.

DUTIES & RESPONSIBILITIES:

Client Facing: (50%)

- Welcome families, volunteers, and donors with compassion, trauma-informed sensitivity, and hospitality while understanding the complexity of the foster community.
- Listen, identify, and fulfill foster / caseworker needs with items available throughout their "shopping" experience.
- Implement the Birthday Dreams program and oversee elements to ensure program success.
- Assist families with loading essentials into their vehicles
- Work with volunteers (individuals and groups) to serve families in innovative and creative ways.
- Provide community resources as needed or requested promoting NM 2-1-1.
- Carry out TFA's "when you need us / where you need us" approach which may include driving the mobile unit.

Data & Inventory: (20%)

- Cross-reference and input all family intake and outgoing inventory data into Sage software per prescribed procedures.
- Document all receivables to include in-kind donations into Sage software as New Mexico transactions.
- Ensure inventory levels are adequate to meet current and upcoming family / volunteer needs for boutique and mobile unit purposes, which includes monitoring, restocking, and communicating when items are low.

Volunteer Support (15%)

- Support Program Manager – New Mexico with volunteer activations with individuals and corporate groups
- Assist with the setup, deliver, and take down of special event activities.

Administration: (10%)

- Respond to telephone and email communications in a timely manner.
- In compliance with internal controls, pick up mail from PO Box, open mail, and log transactions.
- Ensure entire space is presentable, welcoming, and clean at all times.
- Coordinate office supplies and perishable items through TFA's Administrative & Project Manager.

Other Duties (5%)

- All positions are expected to support inter-departmental cross training. At times, additional tasks are required, and employees are expected to be flexible and adjust to benefit the organization's mission.
- Maintain ongoing and open communication with supervisors as well as other leadership and colleagues!

EDUCATION AND EXPERIENCE

Associate degree and at least three to five years of client-facing case management experience required; bachelor's degree with client-facing case management experience preferred.

Proficient in MS Office computer applications, MS Word, Excel, etc.) and other general office software.

SKILLS, ABILITIES & ATTRIBUTES**Skills:**

- Dynamic team player who is able to engage others by being human-centric
- Proficient written and verbal communication
- Good interpersonal skills
- Valid driver's license and clean driving record

Abilities:

- Work on a desktop and/or laptop computer for multiple hours a day
- Follow directions and comply with TFA policies and procedures
- Interact with clients / volunteers / donors in a highly engaging environment
- Manage regular competing demands and balance multiple responsibilities effectively and efficiently and/or ask for assistance
- Prioritize and organize items with minimal supervision
- To move and lift 35lbs of products on a routine basis
- Always maintain confidentiality

Attributes:

- Creative problem solver
- Dependable team player
- Adaptable/flexible while working on focused tasks
- Detail-oriented while understanding how tasks relate to overall mission
- Embraces new challenges in support of organizational success

COMPENSATION & BENEFITS:

A total compensation range of \$50,000 - \$60,000 (\$24 - \$28/hour) has been set for this position. Must be willing to work flexible hours and days, and evening and weekend hours as needed. Full access to TFA's comprehensive benefits package per the Benefit Fact Sheet.

WORK HOURS & ENVIRONMENT

This job regularly operates in a professional office environment and frequently in a warehouse environment that is not climate controlled. The role routinely uses standard office equipment such as assigned workstations, computers, phones, copiers, and file cabinets.

CONCLUSION

This job description is intended to convey information essential to understanding the scope of the job and the general nature and level of work performed by the job holder. This job description is not intended to be an exhaustive list of qualifications, skills, efforts, duties, responsibilities, or working conditions associated with the position. TFA reserves the right to change, amend, add, delete, and otherwise assign any and all duties, responsibilities, and position titles as it deems necessary to meet the needs of the business.

TFA is an equal opportunity employer and values a diverse workforce and an inclusive culture.

We welcome your questions and interests.

When ready to submit your formal interests, please submit a cover letter and resume to our Human Resource Lead, Matt Lipan - Operations & Strategy Officer at mlipan@thefosteralliance.org.