



## **Program Coordinator Position Description**

**Deadline to apply:** July 30

**How to apply:** email a cover letter and resume to [hello@anad.org](mailto:hello@anad.org)

**Reports to:** Program Director

**Status:** Hourly

**Location:** Chicago / Remote

**Expected Hours:** 30-35 hours per week

**Travel Requirements:** None

The Program Coordinator will be responsible for managing the operations of ANAD's peer support services. The Program Coordinator supervises and provides ongoing support to a robust volunteer network. In addition, they will work closely with the Program Director and Data and Evaluation Coordinator to monitor program delivery and provide support in making programmatic decisions. Key responsibilities will include:

### *Volunteer Supervision:*

- Provide daily oversight of the peer support volunteer network
- Plan and deliver regular supervision calls for volunteer leaders
- Assist with virtual site visits and provide feedback to support group leaders
- Support local volunteers in their operations responsibilities

### *Volunteer Recruitment:*

- Assist with the creation and implementation recruitment plans for volunteer mentors, group leaders and Helpline operators
- Work with Program Director to conduct outreach to potential referral sources
- Assist with reviewing applications, conducting interviews, and evaluating volunteer candidates

### *Training:*

- Manage the process of onboarding volunteers to training platforms
- Assist with the facilitation of online live sessions during volunteer trainings
- Track the progress of trainees and provide status updates
- Review assignments and provide feedback
- Conduct assessment of volunteer leaders

### *Administration:*

- Monitor volunteer schedules and attendance for all required program components
- Review and respond to volunteer requests and provide general assistance

- Monitor and track program documentation, such as group participant attendance and incident reports
- Maintain active treatment provider list and complete referral reports
- Work with key staff to develop objective performance measurements, to ensure consistent, high-quality evaluation and goal setting for all future volunteers
- Work closely with Program Director to create and implement annual goals and provide updates on progress

**Key Qualifications:**

As a prerequisite, the successful candidate must believe in ANAD's core values and be driven by the mission.

While there are no minimum educational requirements for this position, the successful candidate will demonstrate a track record of success in program management, communications, and working with volunteers and diverse stakeholders.

**Other Skills and Qualifications:**

The ideal candidate will have the ability to:

- Think strategically, remain calm in a rapidly changing environment, anticipate future consequences and trends, and incorporate them into the program plan
- Manage and lead volunteers, with capacity to enforce accountability and empower their team
- Act, react, and make decisions as necessary, even if limited information is available
- Demonstrate analytic, organization and problem solving skills, and use sound decision making