



**Job Title:** Program Coordinator, Cal-SOAP  
**Department:** Family/Youth Services

**Summary:** Under the direction of the Project Director, provide work direction and guidance to student workers located at various sites of service. Liaison with site staff hosting student workers and community partners for optimal outcomes.

**Supervisory Responsibilities** Supervise and evaluate the performance of student workers.

*To perform this position successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

**Essential Duties and Responsibilities** *Other duties may be assigned.*

1. Recruit qualified staff for student worker positions through a variety of strategies.
2. Review, verify and process student worker applications, resumes and related forms and paperwork as required; explain application process to potential candidates.
3. Utilize effective interview techniques for selection of student worker; provide input concerning hires.
4. Provide work direction and guidance to student worker to include program orientation and ongoing professional development for compliance with established standards and procedures.
5. Determine site of service for student worker assignments and keep a schedule of their days and hours of work. Keep record of classes and subjects that student workers are assigned to assist in. Prepare and adjust student worker assignments and schedules to meet stakeholder's needs.
6. Coordinate observations and evaluations of student workers and site personnel. Provide feedback to school site personnel and student workers on their performance, classroom management and student needs.
7. Coordinate tutoring and advisement activities and provide a variety of related support services to meet student needs; monitor and adjust tutoring and advisement activities in response to student needs and progress; resolve tutoring issues and conflicts in a proper and timely manner. Address performance related matters of tutors as necessary.
8. Track and review accuracy of student workers time to be adherence to timekeeping rules, program needs and funding.
9. Compile information and prepare and maintain various records and reports related to student worker and assigned activities; enter electronic daily activity sheets and advisement sheets to Cal-SOAP database
10. Research, compile and verify data and information; compute statistical information for various reports as necessary; process a variety of forms, application, and paperwork; duplicate, assemble, distribute, collect and verify accuracy and completeness of various documents.
11. Create program partnerships and maintain relationships with schools and community, collaborating with local agencies, institutions of higher education, school administrators and staff to promote college and career awareness.



12. Communicate and meet with school personnel and partners to provide support for students, programs and promote services; help resolve issues or concerns; communicate in a designated second language as assigned by the position.
13. Assist and work with Outreach Coordinator with oversight of student workers for Cal-SOAP club, events and workshops.
14. Monitor the tutoring budget; provide input concerning related expenditures; assist in assuring expenditures do not exceed established limitations. Adhere to all related record keeping needs.
15. In partnership with the Program Manager, dismiss student worker according to established Agency procedures, as necessary.
16. Provide instructional and clerical support related to assigned student worker activities; prepare, duplicate, and file instructional materials.
17. Serve as a liaison between student worker, site personnel, and other agencies concerning tutoring and advisement services, respond to inquiries and provide information concerning tutoring and advisement programs, standards, requirements, policies and procedures.
18. Cross train with Outreach Coordinator and Administrative Coordinator.

### **Knowledge, Skill & Ability Required**

**Education and/or Experience** Bachelor's Degree in related field and three years' experience in an education, social service and minimum 1 year supervisor experience or related program or combination of education and experience.

**Language Skills** Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

**Mathematical Skills** Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

**Reasoning Ability** Able to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

**Computer Skills** To perform this position successfully, an individual should have knowledge of Internet software; Spreadsheet software, Presentation software and Word Processing software.

**Certificates, Licenses, Registrations** Current valid California Driver's License with a bility to qualify for coverage under Agency insurance plan.

**Other Skills and Abilities** Bilingual (English/Spanish) is preferred but may be required for position.

**Other Qualifications** Knowledge of diverse academic, socioeconomic, cultural, disability, and ethnic backgrounds of college students.

**Physical Demands** While performing the duties of this position, the employee is regularly required to talk or hear. The employee is frequently required to sit. The employee is occasionally required to stand; walk; use hands to finger, handle, or feel and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this position include close vision, distance vision and peripheral vision.

**Work Environment** The noise level in the work environment is usually quiet to moderate.