

**Date of Last Update: 09/17**

**Job Title:** Program Associate

**Reports to:** Director of Collective Impact

**Job Level/Status:** Part Time



**Program:**

The United Way of Delaware County (UWDC) Strengthening Families Initiative ([www.delawarecountyfamilies.org](http://www.delawarecountyfamilies.org)), a collective impact innovation, seeks to increase the capacity for middle school after-school activities focusing on youth development and mentoring and, also, increasing early childhood social, emotional and behavioral health development opportunities. United Way of Delaware County's collective impact models encourage cross-sector partnerships, shared goals and data-driven results. Strengthening Families supports collaboration, coordination and capacity building among multiple organizations centered around agreed upon strategies and goals based on the 2015 United Way of Delaware County Community Needs Assessment and the Delaware County MAPP.

**Position Summary:**

The Program Associate, a part-time position, will support the ongoing programming of the Strengthening Families (SF) Initiative through volunteer development, maintenance, support, and recognition. Using Microsoft Office suite and Trello, the Program Associate will support large SF project tasks, volunteer programming and SF ongoing maintenance/needs. Engaging the community in understanding the SF program via presentations and outreach will accompany the tasks of this position. Due to the fluid nature of both the programs and the position, other duties and tasks may be assigned as necessary.

**Job Responsibilities and Duties:**

- Volunteer Management: Recruit, maintain and retain SF volunteers throughout the year. Develop volunteer job descriptions, manage volunteer interviews/BCI's, provide placement, maintain attendance management, and recognition systems.
- Program & Large Project Support: Prepare project materials, provide logistical support for STEAM room programming, and assist with programming project tasks as requested. Assist with maintenance of everyday SF needs.
- Outreach: Initiate and connect the community to the Strengthening Families Initiative via small presentations, workshops, marketing materials and contribute to social media and publications.

**Core Competencies:**

Acts and Thinks Strategically

Is guided in all work by UWDC's mission, vision, and strategic goals. Ensures that UWDC's plan of work and allocation of resources are aligned and deployed with UWDC's strategic direction.

Communicates Effectively

Communicates in an open, candid and consistent manner; delivers information effectively in a variety of settings including one-on-one, team settings, and diverse group presentations or meetings. Delivers information effectively in a variety of formats including letters, memos, analytical reports, grant proposals, and presentations.

### Exhibits Decisiveness

Exhibits the ability to take the initiative or risk required to identify problems, generate and evaluate alternatives to overcome them, and reach a decision on the most effective strategy for a given solution. Prioritize tasks and communicate progress, problems and needs for additional support to the Programming Staff.

### Detail-Oriented

Willingness to follow through on requests and meet deadlines, as well as anticipate needs with a desire to help.

### Work Style

Must work well independently and be a team player with respect for the diverse cultures and experiences of others. Pro-actively takes initiative and is highly organized, detail -oriented and creative.

### Customer Service-Focused

Ability to provide excellent customer service to participants, volunteers and staff members. Focus on professional demeanor and attitude, independent judgment, and strong interpersonal skills.

### **Job Requirements:**

Education: High school degree/G.E.D. and some continued education related to non-profit and/or education. Associates Degree and/or relevant experience preferred.

Hours: Typical week includes 11am – 7pm Tuesday through Thursday; Occasional meetings and events outside of these hours, as well.

Estimated Start Date: October 9, 2017 – October 23, 2017

Job Location: Position is based in the Willis Education Center and requires the employee to work at the United Way of Delaware County Strengthening Families office (74 W William St, Delaware, OH 43015).

Point of Contact: Brande Urban, Director of Collective Impact

How to Apply: Please submit a resume/CV: [burban@uwaydelaware.org](mailto:burban@uwaydelaware.org)  
Please place “Program Associate -Strengthening Families” in the subject line of the email when applying.