



United Way of Greater Greensboro- YWCA Greensboro

Job Title: Program Support Specialist
Supervisor: Assistant Director

I. General Description

The vision of the United Way of Greater Greensboro Family Success Centers is an end to the intergenerational cycle of poverty in our community. To achieve this vision, Family Success Centers (FSCs) collaborate with different partners to provide services under one roof. Furthermore, different services (education and career, financial capability, access to benefits, and health & wellness) are deliberately integrated and sequenced for each individual family. Additional strategies utilized are a two-generation approach (serving entire families), removing barriers to access and participation (such as providing free child care onsite), locating services in a neighborhood that needs them most, and not setting a time limit on families trying to reach their goals. Coaching is the core of this work.

Coaching entails building strong, trusting relationships with FSC “members” (participants) over long periods of time. The entire FSC team is responsible for modeling and co-creating a culture that demonstrates firm belief in members’ ability to manage their lives and thrive, once they have sufficient support, opportunity, and access to the resources they need.

The Program Support Specialist is an entry level role, assigned to work closely with the Assistant Director and Lead Success Coach to support the day to day activities of the Family Success Center program. Program Support Specialist responsibilities include, but are not limited to the following:

- Provide supervision and oversight of activities in a childcare setting to children of all ages during times when their parents are attending on-site meetings or classes
- Participate in member recruitment and community education/outreach about the work
- Answer main program line, respond to voicemails, and emails as appropriate
- Manage program calendar and help with scheduling of various activities
- Draft and/or review important documents, memos, and communications as requested
- Help create and maintain an efficient filing system for program
- Assist Coaches in identifying resources and coordinating or implementing program activities specific to member goal attainment
- Participate or assist with transportation of members when needed
- Work within the staff and partner team to organize workshops, classes, new member intake, special events and/or projects
- Develop collaborative relationships with FSC and other agency staff, partners, volunteers, and United Way staff
- Participate in meetings, team-building, trainings, events or other specified activities both during or sometimes after specified business hours, as required
- Coordinate with leadership to manage workflow and rectify issues as they arise
- Perform other duties as assigned to promote the overall success of the program

II. Required Knowledge, Skills, and Abilities

- Knowledge of social services practices and principles
- Understand and adhere to professional ethics and boundaries
- Able to maintain member/agency confidentiality
- Sensitivity to cultural and poverty issues; understand barriers and challenges families may face
- Excellent written and verbal communication skills
- Effective problem-solving and influencing skills
- Demonstrated ability to articulate ideas clearly (both written and orally), listen accurately, and establish rapport with people from various backgrounds, including but not limited to children, seniors, immigrants, non-English-speakers, different ethnicities and religions, non-binary and LGBTQ individuals, and people with disabilities
- Ability to work independently as well as contribute to team setting
- Ability to use general office equipment such as copiers, scanners, projecting from computers to screens, managing virtual meetings as well as proficiency in Microsoft applications including Excel, Word, PowerPoint, and ability to conduct credible internet research
- On occasion, able to work flexible hours; could include evenings and/or weekends as needed to meet program needs for members and outreach efforts
- If working remotely, be available via email, phone, or other approved virtual platforms during specified hours

III. Education and Experience

- Minimum of a High School Diploma or equivalent **required**, with one year of experience working with the identified population or an Associates degree from an accredited college. Major or focus in human services, psychology, human development, sociology, early childhood, or other related area of study **preferred**
- Background check approval **required**
- Experience supervising/caring for children one-on-one and in a group setting **preferred**
- Experience specific to working with families experiencing poverty **preferred**
- Valid NC driver's license and insurance **preferred**
- Bilingual (especially but not necessarily Spanish) is **helpful**

Any equivalent combination of education, training, and experience which provides the required knowledge, skills and abilities will be considered.

IV. Agency-Specific Information

Physical Activity

- Carrying · Writing · Bending · Stooping · Grasping
- Standing · Twisting · Sitting · Lifting · Walking
- Filing documents · Communicating with internal and external stakeholders
- Using computers, telephones, mobile devices, and copy machine keyboards

Physical Requirements

- Push, pull, lift, or carry up to as much as 25 pounds occasionally
- Must be able to sit or stand for long periods

Visual/Audible Acuity Requirements

- Must be able to read and distinguish small print
- Must have depth perception and be able to distinguish basic colors
- Must be able to distinguish normal sounds from some background noise
- Must be able to speak clearly and make self-understood while also understanding others using the English language

The YWCA Greensboro is an Equal Opportunity Employer. As such, in compliance with and as required by federal and state law, all applicants are considered without regard to race, color, religion, national origin, sexual orientation, age or disability.

Please submit a resume along with cover letter to Tawanda Johnson, Family Success Center 2 Assistant Director at tjohnson@ywcagsonc.org.