

**United Way Kingston, Frontenac, Lennox & Addington**  
**JOB DESCRIPTION**

|                           |   |                       |  |
|---------------------------|---|-----------------------|--|
| <b>Job Title:</b>         | Program Coordinator   |                       |  |
| <b>Reporting to:</b>      | Senior Director, Community Impact                             |                       |  |
| <b>Job Classification</b> | Level 2: Associate, Coordinator<br>Range: \$40,232 - \$50,290 |                       |  |
| <b>Department:</b>        | Community Impact  |                       |  |
| <b>Creation Date:</b>     | June 2022   | <b>Revision Date:</b> |  |

**SUMMARY**

The Program Coordinator provides administrative and logistical support to the Senior Director Community Impact (SDCI) and the Community Impact department

The Program Coordinator supports granting and allocations processes, data collection, analysis, reporting and evaluation. They provide support for the coordination of volunteers, meetings and related activities.

The Program Coordinator supports capacity building initiatives and programs, including logistics and coordination of workshops, Equity Diversity Inclusion Indigenization projects

The Program Coordinator also provides admin and coordination support to United Way Kingston, Frontenac, Lennox & Addington (UW KFLA) Leadership Development Services

**DUTIES & RESPONSIBILITIES**

Community Investment & Granting (30%)

- Provides support to the granting and allocation processes
- Coordinates agency meetings
- Assists with recruitment, orientation of volunteer panel members
- Compile recommendations from panels for review to SDCI
- Receives applications, reviews to ensure completeness, accuracy, follow up if necessary and prepares briefing notes on submissions
- Coordinates site visits and panel meetings
- Collects and tracks indicators, outcome measures, statistics and reporting for funded programs, working closely with others in the department
- Provides reports as required
- Develops and maintains application forms in Andar (software)
- Provides Andar support for volunteers and agencies
- Coordinates filing and archiving of all related material, ensuring efficient record keeping

- Supports agencies with information about the application process
- Works with SDCI to follow up on Board recommendations for agencies

#### Administration and Logistics(20%)

- Provides scheduling, logistical and other support to SDCI including preparing and distributing information and materials as required
- Monitors critical paths, meetings and project plans to ensure all deliverables are met within timelines outlined in the plans
- Provides reminders and support to meet these timelines
- Participates in periodic review of systems, procedures, processes to ensure efficient and effective organizational functioning

#### Building Capacity (30%)

- Take notes at meetings, monitor, track and report on follow up action items
- Supports affinity groups as required
- Supports committees and projects related to EDII
- Develops plan for Leadership Development Services workshops, including all logistics, coordination and support for these workshops

#### Support for Campaign (10%)

- Through the SDCI supports the RD department with respect to engagement and awareness activities
- Coordinates and provides accurate information for the annual report and Communications Framework
- Provide impact data for campaign materials

#### Other Duties (10%)

- Other duties or tasks may be assigned based on the business needs of the organization

### **EDUCATION AND EXPERIENCE**

#### Education:

- High School Diploma
- Certificate / diploma from community college is an asset

#### Experience:

- Minimum of two years administrative experience providing excellent customer service internally and externally in a fast-paced office
- Proficient use of Microsoft Office software, particularly Excel, Word
- Proficiency in French is an asset

**Skills & Abilities:**

- Sound computer skills including: spreadsheets, word processing, email / internet, database and / or fundraising software
- Well-developed analytical and reasoning skills (data analysis and evaluation)
- Ability to understand, express and apply concepts and instructions of a general nature as well as somewhat technical / scientific / administrative concepts, methods and procedures
- Ability to use moderately complicated formulae, tables and graphs
- Strong written, verbal, interpersonal and communication skills
- Proven time management skills and ability to effectively organize work in an environment with competing work duties
- Ability to work in a flexible office environment and pay attention to detail
- A committed team player who is also able to work in a self-directed manner
- Non-traditional hours may occasionally be required due to deadlines or other operational issues
- Access to adequate transportation is essential

**COMPLEXITY OF DECISIONS**

Typical decisions include setting own priorities and taking actions in an effort to coordinate requests made by external sources. Addresses internal inquiries regularly.

This role coordinates requests from external sources to appropriate decision maker.

Judgement may require some interpretation of variables and the situation at hand.

Support and guidance for decision making is readily available.

**MANAGEMENT / SUPERVISORY AND ADVISORY RESPONSIBILITY**

Direct Supervision:

- There are no direct reports for this position.

Indirect Supervision:

- There are no indirect reports for this position.

**TYPE OF SUPERVISION REQUIRED / INDEPENDENCE OF ACTION**

The Program Coordinator operates with some independence of action and works under general supervision. Methods and procedures are available however questions dealing with unusual matters are referred to supervisor(s).

**CONSEQUENCE OF ERROR**

Typical errors may result in strained relationships with various donors and volunteers, events or initiatives that are not implemented effectively, etc. These errors are most often detected before they are communicated externally and most often result in lost time.

These may have an adverse impact on the UW KFLA's image and reputation.

**CONFIDENTIALITY**

The Program Coordinator uses limited confidential information in the performance of this work. Disclosure could have a moderate impact externally.

### **CONTACTS**

#### Internal:

- President & CEO, Vice President, Corporate Services, Senior Director, Community Impact, Community Investment Coordinator, Program Officer
- Nature of the Contact – supporting initiatives, research, reports, updates, etc.

#### External:

- Volunteers, Agencies, etc.
- Nature of the Contact – supporting initiatives, liaison, information sharing, reporting, etc.

### **PHYSICAL EFFORT**

- Majority of time is spent in a comfortable position with frequent opportunity to move about
- Infrequent need to move or lift articles

### **PHYSICAL SKILLS**

- Regular need to give close attention, hearing or seeing, to what is happening
- Requirement to work at computer, keyboarding, etc. and various meetings, etc.

### **WORKING CONDITIONS**

#### Physical:

- Located in a comfortable indoor area
- Unpleasant conditions are infrequent and very mild

#### Stress:

- Work and environment change very little over time
- Some modest pressure from deadlines or other productivity standards

### **COMPETENCIES**

The United Way Worldwide has developed an extensive Competency Model Framework. The Framework supports a common set of competencies to ensure that each United Way is able to attract, grow and retain the right people who have key competencies in areas that are fundamental to our mission and strategic direction.

Specific definitions, traits and behaviours are outlined in the Framework titled: United Way Worldwide Competency Models. Those specific competencies that apply to this position are:

- Mission focused
- Relationship oriented
- Collaborator
- Results driven
- Brand steward