

NATIONAL ASSOCIATION OF SOCIAL WORKERS

JOB DESCRIPTION STATEMENT

TITLE: Program Coordinator

POSITION STATUS: Full Time

DEPARTMENT: California Chapter

ISSUE DATE: June 2021

REPORTS TO: Executive Director, California Chapter **SUPERCEDES:** N/A

FLSA STATUS: Non-Exempt

ABOUT

Founded in 1955, the [National Association of Social Workers \(NASW\)](#) is the largest membership organization of professional social workers in the world, with more than 120,000 members, with [NASW-California](#) as a leading chapter with 9,000 richly diverse members across the state. NASW-CA works to enhance the capacity of social workers to provide clinically sound service and effective advocate for systems change, simultaneously working to create and maintain the highest ethical and professional standards, and to advance social policies that address the needs of communities served.

I. ROLES AND RESPONSIBILITIES

General Administrative Support

- a. Perform a wide variety of administrative duties as required to support agency-wide daily operations of the NASW-California Chapter
- b. Work closely with NASW-CA Program Directors to support program goals as needed
- c. Coordinate meetings, conference/virtual calls, and make travel arrangements
- d. Provide support for meetings by preparing agendas, summaries, handouts, coordinating with the venue, and ordering supplies and needed
- e. Work independently or with a designated team on special projects
- f. Manage efficient file systems and/or databases vital to organizational operations
- g. Maintain strong and positive relationships with constituents, community partners, and stakeholders
- h. Develop PowerPoint presentations, and format/edit reports as needed
- i. Edit, review, and format grant proposals and portfolios

Events Coordination and Planning

- j. Coordinate NASW-CA Chapter in-person and virtual events for special projects such as trainings, listening sessions, learning communities, and convenings
- k. Oversee preparation of event agendas, coordinating event logistics including setting up virtual platforms, coordinating with presenters, scheduling and overseeing virtual platform test runs, managing platform logistics, negotiating and managing space and supply contracts, and making travel arrangements as needed
- l. Managing post-event follow ups including development, distribution, and analyses of evaluations

Customer Service

- m. Manage main office line and primary agency email inbox, returning phone and correspondence as necessary
- n. Communicating with professional social workers, allied professionals, and/or members as needed, acting as a core representative of the NASW-CA Chapter, and being able to articulate member benefits, services, and opportunities

Operations

- o. Oversee operational needs for the Chapter office, including activities such as ordering supplies, arranging building repairs, and liaising with any property managers
- p. Delivering reports to Chapter leaders to provide insight into the overall efficiency of the Chapter's operational needs

Board of Directors, Committee, and Council Relations

- q. Schedule, coordinate, and help develop materials for NASW-CA Chapter's quarterly Board of Directors meetings and Chapter Committee meetings, as needed
- r. Act as a liaison with Chapter Committees and/or special interest Councils to ensure seamless transfer of information around logistics, financing, and operations needs as appropriate
- s. Develop, distribute, track, and coordinate any relevant financing reports for Chapter special interest Councils

Agency Support and Development

- a. Attend staff meetings, as assigned
- b. Support special projects with the Chapter, as assigned
- c. Participate in professional development opportunities, as assigned
- d. Other duties as assigned

II. MINIMUM WORK REQUIREMENTS

Knowledge:

1. Bachelor of Social Work degree or related field preferred
2. Or equivalent amount of years in experience

Skills:

1. High level of organization, attention to detail, and ability to manage multiple projects concurrently
2. Strong ability to take personal initiative, work both independently and as a team member, collaborate and coordinate with others
3. Technical fluency in MS Office (including Outlook, Word, Excel and PowerPoint) and technical comfort with virtual platforms such as Zoom and GoToWebinar
4. Ability to anticipate needs, exercise good judgment and thinking critically to proactively problem-solve in a fast-paced environment with minimal supervision
5. Ability to adapt to dynamic environments; comfort with ambiguity and complexity
6. Ability to travel locally and throughout the state
7. Values listening to and honoring the wisdom of people on-the-ground and developing theory grounded in their lived experience
8. Ability to give and receive constructive feedback; display a desire for continuous learning and self-improvement
9. Personable and engaging, responsive to constituent inquiries and concerns
10. Excellent writing and communications skills with demonstrated experience conveying key messages clearly, timely and succinctly.

Preferred Experience

Experience in the nonprofit sector and/or membership associations highly desirable.

IV. ATTRIBUTES

1. **Results driven:** He/she/they sees the big picture, assists with the development and monitoring of key performance metrics to produce the desired results.
2. **Strong business acumen:** He/she/they sees opportunities and emerging trends, and is knowledgeable about the operations, unique needs, and goals specific to member-driven, not-for-profit organizations.

3. **Firm and fair leadership:** He/she/they will work with a wide range of staff, colleagues, and members, requiring a firm, fair, and flexible style that both complements the efforts and supports the needs of others.
4. **Partnership:** This individual is able to build trust internally and externally and must be viewed as highly professional, discreet, and accountable.
5. **Organizational agility:** He/she/they has a thoughtful, respectful communication style that fosters an open environment, enabling thought-provoking discussions and collaborative decision making.
6. **Perceptive:** He/she/they is creative and intuitively recognizes opportunities and takes appropriate action.

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This document describes general job duties and responsibilities. It is not a complete listing of job duties. Further clarification should be obtained from the supervisor listed above (e.g. Work plans, performance standards, task lists etc.). Incumbents may be required to perform tasks related to these duties. Major changes in job duties should be incorporated in this description.

Compensation & Application:

This position is currently fully remote in light of the COVID-19 pandemic, but will require weekly visits to the Sacramento office once the state’s shelter-in-place order is lifted. The salary range is between \$21.50 – \$28.00/hourly, with eligibility to receive a generous benefits package.

NASW is an equal opportunity employer. We strongly encourage and seek applications from people of color, including bilingual and bi-cultural individuals, as well as members of the lesbian, gay, bisexual and transgender communities.

To apply, please submit your cover letter and resume [here](#). NASW-CA will accept applications on a rolling basis, but applications submitted by and before July 9, 2021 will be given priority review. Due to anticipation of high numbers of applications, we apologize that we will not be able to respond to every submission.