

NATIONAL ASSOCIATION OF SOCIAL WORKERS

JOB DESCRIPTION STATEMENT

TITLE: Program Coordinator

POSITION STATUS: Full Time

DEPARTMENT: California Chapter

ISSUE DATE: December 2022

REPORTS TO: Director of Capacity Building

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](#) (NASW-CA) 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 effectively 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.

The Program Coordinator is responsible, under the direction of the Director of Capacity Building, for supporting the successful implementation of the EmpowerED Program's in-person and virtual events and the program's customer service needs. The [EmpowerED Program](#) is the chapter's online continuing education program for social work practitioners and other mental health professionals. This position is permanently fully remote, with eligibility to receive a generous benefits package.

I. ROLES AND RESPONSIBILITIES

General Administrative Support:

- Perform a wide variety of administrative duties as required to support daily operations of the NASW-CA Chapter EmpowerED Program
- Work closely with NASW-CA Director of Capacity Building to support program goals as needed
- Coordinate meetings, conference/virtual calls, and/or email communications with trainers/presenters and other stakeholders
- Provide support for meetings by preparing agendas, summaries, reports, coordinating with other staff members as needed

- Perform essential tasks within the Thinkific course hosting platform for the EmpowerEd program as needed (e.g. update course content, create new course templates, download reports and data, etc.)
- Work independently or with a designated team on special projects
- Maintain strong and positive relationships with constituents, community partners, and stakeholders
- On an as-needed basis, work closely with the Director of Capacity Building, chapter staff and interns, contractors, and other professionals to stay abreast of technical changes and other trends that will ensure continued adherence to the EmpowerED's high-quality standards and emphasis on user experience.

Events Coordination and Planning:

- Coordinate NASW-CA Chapter in-person and virtual events for special projects such as trainings, workshops, and other events
- 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, and negotiating and managing space and supply contracts as needed
- Managing post-event follow ups including development, distribution, and analyses of evaluations
- Collaborate with broader chapter staff to support strategic timelines, cross-marketing, and program goals as they align with overall chapter initiatives.

Customer Service:

- Manage EmpowerED customer service line, primary email inbox, ticketing system, returning phone calls and correspondence as necessary and required per program guidelines
- Communicate 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 up-to-date information about member benefits, services, and opportunities, as well as information related to the Board of Behavioral Sciences (BBS) licensure process
- Continually evaluate current customer service policies and recommend improvements or new policies.

Agency Support and Development

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

II. MINIMUM WORK REQUIREMENTS

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 ability to learn navigation of course hosting platforms such as Thinkific.
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, while maintaining levels of comfort with ambiguity and complex programs
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.

Education:

11. Bachelor of Social Work degree or related field preferred.
12. Or equivalent number of years in experience.

Required Experience:

13. Experience in the nonprofit sector and/or membership associations highly desirable
14. Experience coordinating in-person and/or virtual events, providing high-quality, timely customer service, and managing complex software and virtual platforms.

Selection Timeline:

Candidates will be contacted to participate in a telephone screening and two virtual interviews in January 2023. We anticipate the candidate will begin employment in late January or in February 2023.

COVID-19 Vaccination Requirement

NASW policy generally requires that all employees complete a primary COVID-19 vaccination series and receive a booster vaccination when eligible. (Employees are not required to obtain an updated (bivalent) booster, which became available in September 2022, if they received a booster previously, but are encouraged to do so when eligible.) If an offer of employment is made, the candidate, as a condition of employment, will be required to provide documentation (such as a CDC COVID-19 Vaccination Record Card) showing that they satisfy this requirement. If the candidate does not currently meet this requirement but will in the near future, NASW may be able to postpone the start date to allow the candidate to be compliant with the requirement. Candidates may request a medical or religious exemption for this requirement.

NASW is an equal opportunity employer. As such, NASW is committed to promoting and providing equal employment opportunities to all applicants and employees. The selection of personnel, including new hires and promotions, will be on the basis of qualifications designed to ensure appointments of persons able to effectively discharge the duties and responsibilities of their position. The Association will not discriminate on the basis of race, color, creed, religion, national origin, ancestry, citizenship status, age, sex, sexual orientation, gender, gender identity or expression (including transgender status), marital status, veteran status, physical or mental disability, genetic information, or any other characteristic protected by applicable federal, state, or local laws. The Association will also abide by applicable Affirmative Action requirements mandated by any federal contracts.