

Program Coordinator – Job Description

The Program Coordinator will support the ChildFirst and forensic interview team in the coordination and delivery of trainings, meetings, publications, and other activities related to the program. This individual will primarily work on ChildFirst, forensic interviewing, and MDT training projects, but other duties to support the team on other programs within Zero Abuse Project will be included in job responsibilities.

This position includes a unique blend of programmatic, administrative, and communications responsibilities. While all staff work remotely, this position will include a significant amount of coordination for in-person training and include virtual training facilitation and coordination. The ideal candidate for this position will be extremely detail-oriented, thrive in a fast-paced environment, and be able to coordinate competing priorities with ease. Multi-tasking and prioritizing responsibilities will be extremely important.

Responsibilities:

Programmatic

- Act as point of contact for all ChildFirst state coordinators in answering questions about the national program, programmatic materials, training opportunities, and anything else pertinent for them to know.
- Coordinate all ChildFirst materials, updates to materials, state coordinator contracts, state folders, quarterly calls, evaluations, and reporting.
 - Keep materials page, coordinator info, training info up to date on website
 - Maintain all ChildFirst state folders and communication
 - Prepare contracts for states every two years, keep track of returned copies. Monitor all necessary items needed from the state coordinators and keep track that all contractual materials have been received by national. Report to the Director quarterly on all states.
 - Keep state folders organized on shared drive with contracts and reports.
 - Prepare for quarterly calls, attend calls, take minutes, and send out all minutes and materials to states in a timely manner.
- Coordinate all team member training schedules, weekly check in calls, and calendars
 - Update calendars and coordinate all contracts and trainings approved by the team
 - Maintain all travel information, contracts, registration for conference, and all other duties for smooth travel and continued speaking opportunities for trainers.
- Moderate Zoom webinars, which includes basic tech troubleshooting, introducing the trainers, and tracking inquiries in the chat platform.
 - Schedule Zoom meetings.
 - Be available for tech issues, questions, general backend assistance for trainers and participants
 - Monitor and address all issues in the chat during Zoom meetings
- Coordinate training registration, including social media advertising, event creation in Eventbrite, monitoring course registrations, and creating certificates of attendance.
 - Create applications
 - Track application status, requesting more information when needed

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- Communicate with attendees on accepted, waitlist, or not accepted status
- Set up Eventbrite page, monitor payments
- Track training agreements for accepted students
- Provide materials for courses and troubleshoot any issues accessing materials
- Assist with grant deliverable tracking and grant reporting.
 - Monitor training email inbox
 - Track training and technical assistance metrics in Airtable
 - Enter TIPP training into TTA360

Administrative

- General training database entry and maintenance.
 - Keep Airtable up to date
 - Run reports for accuracy and conduct regular data clean-up
- Provide virtual event support, including fielding questions from prospective attendees on a range of issues regarding registration, payments, scheduling
- Review and process travel reimbursements for staff and contractors
- Book and manage travel for faculty trainers and contract trainers
 - Coordinate travel and training schedules for ChildFirst faculty and contract trainers, including managing staff travel schedules, booking flights, lodging, car rentals, etc.
- Coordinate calendar and act as a liaison with outside partners as requested for Director

Communications

- Post forensic interview and MDT related content for Zero Abuse Project's social media pages, including Facebook, Twitter, and LinkedIn.
- Make basic website updates in WordPress.
- Format Word and PowerPoint documents for entire team.
- Create and send email blasts in Keela using content developed by program staff.

Minimum Qualifications and Experience:

- 2-3 years in a supportive administrative or programmatic role, preferably in a non-profit setting.
- Strong attention to detail.
- Ability to work independently and exercise judgment in analyzing and investigating a variety of questions or problems.
- Ability to juggle multiple projects at once and work diligently under pressure.
- Working knowledge of Microsoft Office, Google Suite, and Adobe and comfort learning new technology platforms quickly.
- Comfortable with hearing about and discussing child abuse in all forms.
- Strong customer-service orientation, including meeting quality standards for services.
- Ability to write and communicate clearly and effectively.
- Openness to feedback and professional development.
- Ability to work positively and effectively with staff, the public, and outside constituency groups.
- Knowledge of general office practices and procedures.

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Preferred Qualifications and Experience:

- Direct experience working in victim services or a related field.
- Experience working in Airtable, Google Suite, Keela, and PowerPoint.
- Proficiency using Zoom and other video conferencing platforms in a professional setting.
- Writing and editing skills.

What Else You Should Know:

- Salary range: \$52,000-\$58,000 annually, based on experience.
- FLSA non-exempt position.
- Preferred start date ASAP.
- This is a 40 hour per week / 100% FTE position.
- Occasional but limited evening hours may be required.
- Travel will be very rarely required, likely not more than 5% work time per year.
- This is a fully remote position and may be based anywhere in the continental United States with access to very reliable high-speed internet.
- Directly reports to Director, ChildFirst, with individual project supervision by multiple staff.

To Apply:

Please send the following materials in one combined PDF document to careers@zeroabuseproject.org:

- Cover letter
- Resume/CV

Please use the subject line ‘Program Coordinator – [your name]’ and include the cover letter and resume as one PDF attachment. Materials submitted without both a cover letter and resume will not be reviewed.

Zero Abuse Project is committed to being a diverse and inclusive organization that promotes equity and dismantles systems of power and privilege. We know that high-performing teams include people who can share new and unique perspectives. We encourage all qualified applicants to apply, especially people of color and those who identify as a member of a historically marginalized group. Zero Abuse Project is proud to be an equal opportunity workplace.

Zero Abuse offers an excellent benefits package including: health, dental, and vision insurance, 401(k) retirement plan with match, disability insurance, life insurance, and generous paid time off.