



Educational Program Coordinator

(30 hours/week – Permanent, mainly office based)

REPORTS TO

Executive Director

POSITION OVERVIEW

As a member of the Pathways team, the Educational Program Coordinator will be responsible for coordinating Pathways' core peer-led Family-to-Family program through volunteer management. This person will coordinate, recruit, and engage volunteers to present our Family-to-Family Course, Workshops and Lecture Series. The role will be responsible for recruiting speakers for workshops and lecture series. They will ensure the provision of optimal customer service to enhance the client experience, to assist volunteers in helping deliver programs and to engage the families utilizing our services.

KEY AREAS OF RESPONSIBILITY

Educational Program Coordination:

- Works as first point of contact for families/individuals in need of educational support, listening with empathy and gaining an understanding of their needs to provide them with information on Pathways programs available to them
- Coordinates the peer-led Family-to-Family (F2F) Course by initiating participant intake.
- Coordinates the peer-led Family-to-Family (F2F) Course by managing volunteer teachers and producers in delivering the course
- Develops and coordinates volunteer F2F trainers to deliver training to volunteer F2F course leaders
- Takes a lead role in the recruitment of Educational Program volunteers and participants through word of mouth, email, phone, and marketing regarding roles available
- In partnership with the Support Coordinator, manages the Program Committee as per its Terms of Reference
- Manages the collection of data as it relates to the Educational Program volunteers
- Reports to the Executive Director on the use of Educational Programs
- Supports volunteers involved in F2F, Public Lectures, Workshops, School Presentations in engaging with Pathways, and advocates the use of all online platforms, including Zoom, Teams, etc.
- Promptly follows up with supporters (families, volunteers, and speakers) to ensure continued engagement
- Coordinates additional educational opportunities as Pathways continues to expand and develop including but not limited to F2F, Public Lectures, Workshops, School Presentations.

Volunteer and Program Communication Support:

- Coordinates and schedules volunteers for each course, appropriately pairing them and ensuring all are supported and have the necessary materials
- On call for issues arising during program delivery and finding backup/replacement volunteers
- Works closely with the Communications Coordinator, Peer Support Coordinator, Executive Director (ED) and the volunteer base, serving as a point of contact for families and volunteers when necessary
- Takes the communications and recruitment lead in all educational programs by liaising with the Education Team including teachers, facilitators, presenters, producers, and the Program Committee

- Works with the communications team to develop marketing materials with a focus on recruitment, training, coaching, development, retention, and performance management
- Researches and connects with community partners to help promote and support programs in all regions
- Plays a supporting role in strengthening relationships with key stakeholders, community and government organizations, and schools through our communications strategy, to promote organizational awareness
- Budget responsibility to deliver assigned programs within budget
- Provides input and supports the implementation of innovative processes, and helps to develop good practice and procedures across the Pathways staff and volunteer team involved in Educational Programs

SUPERVISORY RESPONSIBILITIES

This position does not supervise staff but does oversee the work of volunteers.

QUALIFICATIONS & EXPERIENCE

- Post-secondary education in a related field, with five to six years' experience in program and volunteer management within a not-for-profit environment or customer service role, or the equivalent education and experience
- Excellent communication skills with the ability to be empathetic and deal with people in a crisis
- Previous experience of working in a customer or supporter service environment, including handling of enquiries and complaints
- Experience working with online platforms such as Zoom and Microsoft Teams
- Highly organized and excellent multi-tasker
- Able to build networks and partnerships with individuals and groups
- Experienced in developing and maintaining processes and procedures in a customer or supporter care environment
- Demonstrable ability to coach and develop people to effectively manage all their responsibilities whilst continuously improving their skills
- Proactive approach to problem solving and thinking innovatively
- Knowledge and understanding of disability issues affecting people with a serious mental illness
- Flexible and willing to take on challenges in a dynamic environment
- Knowledge of data collection and management, evaluation processes and overall organization methods
- Willing and able to work outside of normal hours work, the time, and days to be decided by management, depending on the need

SKILLS AND COMPETENCIES

- Proven ability to manage and work successfully with volunteers, supporters, and committees
- Comfortable working in a team; strong interpersonal skills
- Proven ability to coordinate, organize, initiate, and complete tasks in a timely manner
- Excellent team player with a positive attitude and an ability to work collaboratively as a member of the PSMIS team
- Ability to organize workload, set priorities and work independently
- Proven ability to learn and apply new software programs
- Excellent interpersonal and communication skills, both written and oral
- Commitment to quality, equality, diversity, inclusion, and customers
- Excellent project management and time management skills with the ability to prioritize multiple tasks
- Good organizational ability and attention to detail, especially when quality control checking and entering data
- Excellent telephone manner, with experience of dealing with difficult and sensitive calls
- Able to work effectively under pressure and deadlines
- Proficient in MS Outlook, Excel, Word, PowerPoint, and Adobe

ATTRIBUTES

- An approach that is flexible, innovative, and responsive
- Ability to communicate effectively with colleagues at all levels
- Proven competence in leading and developing others
- Ability and willing to take initiative and deal with challenging situations
- Proven, results-oriented individual who is self-motivated
- Ability to solve problems and practice good decision-making
- Able to develop effective relationships quickly
- Excellent relationship management skills, with demonstrable experience of building strong and effective relationships with key supporters, donors, advocates, and staff at all levels
- Ability to be flexible and respond to new or unexpected events
- A high level of drive and ambition, both personally and for the organization
- The ability to be flexible, diplomatic, assertive and a good negotiator

SCREENING REQUIREMENTS

Background check prior to starting.

KEY CONTACTS

This position communicates with clients, volunteers, donors, board of directors, event participants, Pathways staff and the general public.

SPECIAL CONSIDERATIONS

- This position requires occasional travel
- Occasional evening and weekend work will be required

START DATE

ASAP

HOW TO APPLY

Please submit a cover letter and resume detailing your experience and qualifications to Gabi Guerrero at ExecutiveDirector@Pathwayssmi.org

APPLICATION DEADLINE

January 31, 2023