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Creating community connections since 1976

### **Coordinator of Programming Job Description**

Parish Resource Center (PRC) is a collaborative hub focused on finding solutions for churches and communities. We are a growing nonprofit organization in Lancaster, Pennsylvania with an almost 50-year history. Our approach is practical and relationship-based; we share resources, ideas, and support by networking volunteers, faith communities, nonprofits, and other organizations to resource churches and address pressing needs around us. Examples include:

- providing 30-40 professional trainings each year led by experts on needed topics designed to promote education, engagement, and skill development. Topics can range from restorative practices to organizational leadership to education on food insecurity;
- offering contemplative programming such as retreats and yoga;
- maintaining a library of physical resources for member churches to peruse and check out;
- connecting our local initiatives to national movements, which has recently included sharing our COVID-19 quarantine best practices with national partners;
- organizing volunteers and faith communities to address issues such as immigration and food insecurity;
- bringing in nationally-known speakers like Anne Lamott and Father Greg Boyle to energize local conversations;
- and offering shared professional services like bookkeeping and website management.

The Coordinator of Programming will be part of a highly collaborative workplace and work in-office with PRC's other full-time staff: the Executive Director and the Director of Community Initiatives (focused on maintaining network relationships and community support for PRC Community Initiatives). A part-time Director of Program Development (focused on researching and finding funding for new areas of focus for PRC) works remotely and three part-time accounting staff work a mix of remote and in-office hours. PRC's small but skilled staff allows it to shift quickly and nimbly to address pressing needs as they arise.

Much of PRC's work is relationship-based, with partner organizations, member churches, and clients, so the Coordinator of Programming must have excellent customer service skills. The Coordinator of Programming works closely with other staff to coordinate logistics for PRC's workshops, large events, community meals, immigration legal services, and more. PRC has many tracks of activity at any given moment, and this position is crucial to keeping the trains running on time. Examples of past PRC activities that this position has helped implement include:

- Serving 24,291 meals in one year and transporting more than 35,000 lbs of food;
- Organizing and scheduling over 100 volunteers to contribute 1,583 hours of donated time;
- Supporting over 80 faith communities in their membership and ongoing relationships with PRC;
- Coordinating 20 local housing organizations to provide educational workshops to 1,233 people;
- Bringing together theologically diverse churches to raise money to forgive \$3.1 million in medical debt;
- Providing administrative support to the accounting staff which allows PRC to provide 18 churches and organizations with reliable and affordable bookkeeping services.

### **General Requirements**

- Positively contribute to highly collaborative work environment
- Maintain an open mind to new ideas, constructive feedback, and evolving programming
- Ability to conduct yourself in a mature and professional manner
- Respectfully maintain confidentiality of sensitive information
- Willingness to perform a broad variety of tasks, both routine and specialized
- Respect for different Christian denominations and traditions, as well as other faith traditions
- Ability to receive instruction and implement changes from constructive feedback
- Be comfortable with general office technology including Microsoft Office programs and computer use, and willing to learn specific software like Salesforce, Canva, and others
- Contribute to a work environment of continuous improvement and positive morale
- Ability to receive tasks and instructions and follow through to completion
- Communicate effectively and respectfully both internally and externally
- Must pass clearances - Pennsylvania child abuse clearance, state background check, and FBI background check (or willingness to obtain these immediately upon employment)
- Must have a current driver's license and your own reliable transportation (mileage is reimbursed)

### **Hours and Physical Requirements**

- Currently a full-time, 40-hour a week position. Regular hours are Monday through Friday 9 a.m. to 5 p.m. Some PRC programming occurs on evenings and weekends. Staff work together to cover these needs in a fair and flexible manner.
- Ability to lift up to 25 lbs. and comfortable, personal mobility. PRC transported over 35,000 lbs of food last year. Although most of this is done by volunteers, staff often encounter physical tasks in their work week.

## **Education**

- A Bachelor's degree is required

## **Specific Skills**

- Highly organized with close attention to detail
- Multitasking and tracking multiple projects in varying stages of completion
- Excellent customer service skills to interact with members of the public along with member churches, clients, and volunteers
- Problem-solving of immediate obstacles, as well as finding solutions to prevent recurrences
- Interacting professionally and patiently, both internally and externally
- Excellent critical thinking skills to contribute to the evaluation and adaptation of programming
- Communication skills to allow for clear and concise communication, verbally and in writing
- Spanish fluency desired but not required

## **Duties and Responsibilities**

The Coordinator of Programming's main duty is to support the successful implementation of PRC's education, community initiatives, and other programming, by working closely with other staff to coordinate logistics for workshops, large events, community meals, immigration legal services, and more. PRC has many tracks of activity at any given moment, and this position is crucial to keeping all of the trains running on time. As a small organization, each staff person covers a range of duties. The Coordinator of Programming's duties will include:

- Coordinating necessary logistics (scheduling presenters, sending marketing emails, managing registration questions, etc.) to ensure successful trainings and workshops;
- Supporting PRC's Community Initiatives by scheduling volunteers, connecting to other social services, coordinating donations from the community, and more;
- Helping ensure the success of PRC's new immigration legal services by scheduling clients and volunteers for appointments, coordinating translation and transportation services, collecting and organizing needed documents, and more;
- Tracking data with spreadsheets and database software (Salesforce) which will allow PRC to report on grants, track membership, keep client contact info current, etc.;
- Promote PRC workshops, recruit volunteers, and solicit fundraising through personalized marketing emails in collaboration with the rest of the PRC staff;
- Gather and analyze feedback to help PRC evaluate effectiveness of programming in an atmosphere of continual improvement;
- Be the main point person for members who come into the PRC office;

- Run errands which could include delivering food to a client, picking up needed supplies from the Restaurant Store, restocking PRC's community meal location, etc.;
- Administrative tasks (15-20% of time) - answering phones, data entry, invoicing, donor thank yous, etc.

PRC is constantly evolving and functions more like a start-up despite its nearly 50-year history. This allows employee's duties and responsibilities to grow based on performance and interests.

### **Benefits and Compensation**

PRC offers competitive wages and benefits to employees. Benefits include medical insurance, paid vacation, and retirement with employer contributions.

### **Reporting Relationship**

PRC Coordinator of Programming reports to the Director of Community Initiatives and the Director of Program Development on projects within their areas of responsibility.

PRC Coordinator of Programming reports directly to the Executive Director, who provides direction and oversight of their overall workflow and workload. The Executive Director oversees all PRC staff and is ultimately responsible for all PRC programming.

### **Non-discrimination Policy**

At PRC, we value each person we work with as a unique individual and we welcome the variety of experiences each brings to our organization. As such, PRC does not and shall not discriminate on the basis of race, color, religion (creed), gender, gender expression, age, national origin (ancestry), disability, marital status, sexual orientation, or military status, in any of its activities or operations. These activities include, but are not limited to, hiring and firing of staff, selection of volunteers and vendors, and provision of services. We are committed to providing an inclusive and welcoming environment for all members of our staff, clients, volunteers, subcontractors, vendors, and clients. PRC is an equal opportunity employer.

### **Applications**

To apply, please send a resume and cover letter to [jobs@parishresourcecenter.org](mailto:jobs@parishresourcecenter.org). Applications will be considered on a rolling basis.