



## **Job Description**

**Job Title:** Volunteer Program Coordinator

**Department:** Human Services/Non-profit

**Reports To:** Director

**Location:** Remote/Hybrid (Temporarily)

**Prepared By:** Human Resources

## **Company Overview:**

Divine Services & Foundations, Inc. (DSF, Inc.) is a faith-based non-profit organization designed to provide case management services to the local community (Prince George's County) Surrounding domestic violence, mental health, mental awareness, conflict resolution and enrichment programs. Divine Services & Foundations, Inc., was founded in Fort Washington, Maryland in 2022. DSF, Inc. is embarking on an ambitious plan to raise significant endowment, capital, and program funds to build the organizations immediate impact and strengthen its long-term sustainability.

DSF, Inc. is driven to provide prestigious services by the following core values:

- Spiritual Development
- Integrity
- Hospitality
- The Love of People
- Healing & Positive Transformation
- Serving others
- Unity
- Enriching Lives

For more information about Divine Services & Foundations, Inc., please visit our website at: [www.DSF, Inc.nc.org](http://www.DSF, Inc.nc.org) (This website is currently under construction)

**Summary:**

Working with a fast-paced development team, the Program Coordinator (PC) will be responsible for the day-to-day operational implementation, oversight, and development of DSF, Inc.'s signature programs in awareness, education and training. The role of the PC is to provide high-level administrative and program support to DSF, Inc.'s operations. A systems thinker, the Program Coordinator is the team's hub, connecting and working with every part of our program and with partners, sponsors and other external audiences to support open communications, smooth collaboration, and excellence in our grantmaking. The successful candidate will help us design and manage internal team processes, coordinate meetings, events, and provide administrative support for the team and across the organization.

**Essential Duties and Responsibilities:**

- Design and facilitate core operational systems and processes.
- Assure proper preparation and communication across the team by working with staff to compile relevant background information, taking notes, and supporting follow-up actions.
- Manage scheduling for the Leadership Team and occasionally for individual team members.
- Work with donors, sponsors and consultants to manage contract administration, expenses, and invoices.
- Support team-wide budgeting processes, such as annual planning, tracking spending, and regular reforecasting.
- Manage and organize team data, including contacts, files, and grantee and evaluation data, and use discretion and good judgment when handling documents with confidential information.
- Actively work to support the success of other organization team members and cultivate an organizational culture that is highly collaborative, positive, and productive.
- Ensure clear communications regarding programs and processes are conveyed and comprehended across the organization.
- Track, manage, and follow up on external contacts with professionalism and cultivate ongoing relationships as needed.
- Provide support for DSF, Inc.'s sponsorships, including managing contracts and planning and preparing communications materials.
- Manage inventory of team communications and program materials.
- Support team-wide scheduling for regular team meetings and occasional team events.
- Help ensure clear communications across the Governance team and between the team and the broader organization.
- Track, manage, and follow up on external contacts with professionalism and cultivate ongoing
- Help ensure clear communications across the Governance team and between the team and the broader organization.
- Contribute to due diligence and administration of team grantmaking.
- Support management of DSF, Inc.'s program's grant pipeline, tracking deadlines and due dates for reports and payments.
- Support recurring program meetings, including scheduling, note taking, and sharing relevant information with the team and organization.
- Support communications, including events, newsletters, and announcements.
- Collaborate with staff across DSF, Inc. to support its evolving program(s) strategies.
- Work effectively with staff at all levels, balancing projects and priorities for multiple team members.

- Develop and support strong cross-organizational connections with other administrative staff and the Operations team to build and refine systems.
- Contribute to a team culture that values collaboration, positivity, and transparency and that drives impact through continuous improvement and learning.

**Requirements:**

- Minimum three years of direct service or educational training in program management.
- Must be familiar with grant processes.
- Able to identify and solve problems and easily interact with a wide range of people.
- Excellent organizational and communication skills, a friendly cooperative attitude and a commitment to excellence in service to both internal and external customers.
- Able to manage time well.
- Flexible and able to pivot quickly.

**Qualifications**

- Driven, task & goal oriented
- Strong organizational skills
- Exceptional attention to detail
- Efficient in technology, including web-based programs, social networking, phone systems, and basic office software
- Experienced in email marketing tools
- Experienced in a volunteer service-oriented role
- Strong oral and written communication
- Ability to work independently and in a group setting with minimal supervision
- Strong problem-solving skills
- Commitment to DSF, Inc.'s Core Values: Spiritual Development, Healing & Positive Transformation, Integrity, Serving People, Hospitality, Unity, The Love of People and Enriching Lives
- Completion of a criminal background check is required