

Position: Program Operations Coordinator  
Program: Skid Row Care Center  
Reports to: Chief Strategy Officer  
FLSA Status: Non-Exempt  
Direct Reports: None

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## Summary

The Program Operations Coordinator provides essential administrative and operational support to the Chief Strategy Officer (CSO) and program leadership. This role manages scheduling, data coordination, and program logistics while facilitating communication across teams. This role also assists with event planning, report preparation, and process improvement efforts to enhance program efficiency and alignment with contractual requirements.

## Essential Duties and Responsibilities

1. Provide administrative support to the CSO, including scheduling, correspondence, report preparation, and project coordination.
2. Manage program records, data tracking, compliance documentation, and reporting.
3. Track deadlines, organize materials, and monitor progress on key initiatives.
4. Coordinate internal and external communications with stakeholders, staff, and partners.
5. Assist in planning and executing community activities, workshops, and outreach efforts.
6. Develop and distribute program materials, ensuring consistency with organizational messaging.
7. Analyze program data to assess impact, performance, and strategic goals.
8. Ensure compliance with audits, regulatory requirements, and organizational policies.
9. Respond to urgent operational concerns and coordinate incident documentation.
10. Serve as a liaison between staff, co-located partners, and external stakeholders to streamline operations.
11. Attend required meetings and trainings; perform other duties as assigned.

## Qualifications

1. Bachelor's degree in Business Administration, Social Work, Public Health, or a related field (Master's preferred) and 2-3 years of experience in program coordination, administrative support, or project management.
2. Experience with scheduling, data management, event planning, and stakeholder coordination.
3. Strong organizational and time-management skills with the ability to manage multiple priorities.
4. Knowledge of harm reduction, recovery-oriented services, mental health treatment, and community resources.
5. Strong attention to detail with experience maintaining accurate records and reports.
6. Ability to work independently and collaboratively in a fast-paced environment.
7. Ability to maintain confidentiality and handle sensitive information per legal and ethical guidelines.
8. Experience in social services or nonprofit operations is a plus but not required.

## Language and Communication Skills

1. Fluent in reading, writing, and speaking English; able to communicate effectively with participants, community partners and funders.

2. Excellent written and verbal communication skills to engage with staff, participants, community partners and funders.
3. Proficient in Microsoft Office (Word, Excel, Outlook, PowerPoint), Google Suite, data entry, database management, and digital communication tools.

### Other Requirements

1. Current CPR and First Aid Certification.
2. A valid government-issued picture ID.
3. Complete tasks in a timely manner with minimal supervision.
4. Ability to be flexible and adapt to changing work demands.
5. Ability to work in a fast-paced, high-energy environment.

### Acknowledgement

The requirements listed in this Job Description indicate the minimum level of knowledge, skills, and/or abilities deemed necessary to perform the job completely. This Job Description is an overview of the duties, responsibilities, and requirements of my position. I may be required to perform other job-related assignments as requested.

I have read and understand the job requirements, responsibilities, and expectations set forth in this Job Description as outlined with or without any reasonable accommodations.

EMAIL RESUME to [ZCardenas@socialmodel.com](mailto:ZCardenas@socialmodel.com)