

JOB DESCRIPTION

Position Title: Programs Coordinator

Department: Programs

Reports To: Programs Manager

FLSA Classification: Non-Exempt; Full Time; Hourly

Salary Range: \$22.00-27.00

ABOUT THE ORGANIZATION: Miracles for Kids Inc. (www.miraclesforkids.org) is a 501(c)(3) nonprofit which supports children battling life-threatening illnesses. By collaborating with leading children's hospitals throughout California and operating programs which provide monthly financial assistance, subsidized housing, wellness, and basic needs, we create stability for families crumbling under the financial and emotional devastation of fighting for their child's life. Founded in 2022, Miracles for Kids is headquartered in Irvine, CA and maintains subsidized housing programs in Orange and Anaheim.

POSITION SUMMARY

The Programs Coordinator holds a pivotal role in facilitating direct communication with social workers at leading children's hospitals, bridging the gap to connect critically-ill children and their families with timely assistance and culturally competent programmatic support and services. This position presents an excellent opportunity to gain experience in nonprofit program casework assessments, coordination, research, planning, and evaluation. We seek an organized, detail-oriented team player with proficient English/Spanish verbal and written communication skills, multitasking abilities, and a passion for our mission. Major areas of responsibility:

- **Client Case Management:** Process grant applications for patients by liaising with leading children's hospitals. Conduct initial application screenings, obtain medical clearances to determine eligibility, conduct client interviews either in-home or at hospitals, manage documentation, and assess situations to provide referrals for resource needs. Oversee client communications, surveys, reporting, correspondence, and database tracking and management.
- **Collaboration and Communication:** Ensure alignment of organizational goals and priorities with internal teams, donors, and volunteers to foster strong relationships. Assist with organization events and support to advance our mission.

QUALIFICATIONS AND EXPERIENCE REQUIREMENTS

- Fluency in both English and Spanish, with excellent verbal and written communication skills in both languages.
- Bachelor's degree in Sociology, Human Services, Psychology, Public Health, or related fields.
- Experience in case management, particularly with serving under-resourced individuals.
- Proficiency in navigating challenging situations and effectively communicating with clients and staff.
- Professional demeanor coupled with a customer service-oriented attitude, exhibiting cultural sensitivity and awareness.
- Strong organizational aptitude and attention to detail, with the capability to multitask and prioritize effectively.
- Excellent interpersonal skills, phone etiquette, and general desire to connect with others.
- Ability to maintain confidentiality and handle sensitive information with discretion.
- Flexibility and adaptability within a dynamic and multicultural work environment.
- Statistical background and proficiency utilizing Excel and databases for analysis and reporting.
- Proficient in Microsoft Office applications (Outlook, Word, and Excel).

WORKING ENVIRONMENT/PHYSICAL REQUIREMENTS

- Physical requirements include typing, standing, sitting, walking, bending, and lifting/pushing up to 40 pounds.

HOURS AND BENEFITS

- Work schedule: Mon-Thu 8:30am-4:30pm, Fri 8:30am-1:30pm. May include occasional adjustments for events.
- 60-minute paid lunch Mon-Thu; 30-minute paid lunch when working events.
- Paid vacation time PLUS (7) paid holidays and (7) paid flexible floating holidays.
- Medical, dental, employee assistance plan, paid sick time, mileage, and phone reimbursement.

TO APPLY email resume, cover letter, and any relevant writing sample to: mmartinez@miraclesforkids.org

Employees work in an office environment with limited exposure to our patient children and their families. The above statements are intended to describe the general nature and level of work being performed and may not include an exhaustive list of all duties, responsibilities, and required skills. Job Description may be subject to change to meet the needs of the organization. Employment with Miracles for Kids is "at will," meaning that either the employee or Miracles for Kids may end employment at any time and for any reason, with or without cause. Miracles for Kids is an Equal Opportunity Employer. We value diversity, equity, and inclusion in our workforce and are committed to creating a welcoming and inclusive environment for all employees.