



Programs Coordinator Position Programs Department

Job Title: Programs Coordinator

Department: Programs Department

Reports to: Programs Manager

FLSA Status: Full-Time, Hourly, Non-Exempt

Our Mission: Miracles for Kids is a 501(c)(3) nonprofit serving children with life-threatening illnesses and the families that care for them. By operating programs that provide financial aid, basic needs, and wellness to patients and their families, Miracles for Kids creates stability when families are crumbling from the financial and emotional devastation of fighting for their child's life. Founded in 2002, Miracles for Kids operates one office in Irvine, CA and a subsidized apartment complex, Miracle Manor, in Orange, CA.

Job Overview: The Programs Coordinator is responsible for assisting the Programs Manager and Staff with necessary tasks and responsibilities to provide timely and culturally competent programmatic services. This position is a great opportunity to gain experience in nonprofit program coordination, research, planning, and evaluation.

Job Duties:

- Bill Pay Program
 - Processing Grant Applications for patients at CHOC, CHLA, Mattel, City of Hope, Loma Linda, Rady, and Sonoma County.
 - Initial Grant Program Application phone screening to determine eligibility.
 - Gathering requested documentation and helping families with resources to help alleviate the current needs.
 - Interviewing clients over the phone, office, hospitals, or home setting for approval process.
 - Conduct bi-monthly phone calls, surveys, and status reports with the Bill Pay recipient families.
 - Sending quarterly letters and financial status update forms.
 - Tracking and updating family data through our database system.
 - Constant communication with social workers to request medical consents and family status updates.
 - Preparing welcome letters for new monthly families.

- Events
 - Be available for special events associated with Miracles for Kids when instructed by the Programs Manager.
 - Attend monthly Programs staff meetings and monthly all staff meetings.

- Additional Projects
 - o Learn a new case management database and data entry method.
 - o Assist the Programs department and other departmental staff with special project requests.

Preferred Qualifications:

- Bilingual in English and Spanish (written and oral) required.
- Undergraduate Degree in social work, human services, psychology, public health, or a related field.
- Case Management experience and working with under-resourced individuals, as well as sick children and their families, is preferred.
- Ability to handle difficult situations and effectively communicate with clients and staff.
- Statistical background: able to utilize Excel and databases to effectively report outcomes for evaluation.
- Ability to deal with crisis situations effectively and calmly.
- Ability to be flexible to accommodate immediate organizational needs.
- Responsible, mature, and able to make appropriate decisions quickly.
- Compassionate with a heart ready to serve others.

Work Environment:

- Full-time at our Irvine Office.
- Occasional family interviews at CHOC hospital or home setting in Orange County.

Interested? Apply Today!

- Please email your cover letter and resume to macosta@[miraclesforkids.org](mailto:macosta@miraclesforkids.org) or mmartinez@miraclesforkids.org
- In your cover letter, please explain why this position appeals to you and indicate your hourly wage expectations.

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be 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 will be "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.