

Program Coordinator Job Description

Mai Family Services is a South Asian non-profit organization supporting individuals and families in abusive and crisis situations. We are seeking a Program Coordinator to conduct primary intake, deliver advocacy services and provide administrative support to enhance our services.

Position: Full-time (30- 40 hours a week)

Primary Responsibilities

Intake Coordination and First Response

- Serve as first point of contact for all incoming calls and service/resource requests
- Conduct intake and enter information in client reporting system (EmpowerDB)
- Triage calls and coordinate referrals to appropriate service providers
- Assist Counselor wherever possible and appropriate

Administrative and Business Support

- Handle all office administration tasks including filing, data entry, and phone management
- Update and track office supplies and inventory
- Organize office files/data and retrieve information for Executive Committee and Board
- Respond to communications from Board members, counselor, and volunteers
- Assist with basic financial tasks
- Perform background checks for all stakeholders as needed
- Maintain annual Board signed documents
- Maintain documentation for tax purposes
- Maintain Check in and check out Logs for MaiFS property

Golden Club Senior Program Coordination

- Coordinate programming and activities for the Golden Club senior services program
- Schedule senior group meetings and maintain participant communication

- Organize culturally appropriate activities and educational workshops for seniors
- Maintain senior program records and track participant engagement
- Collaborate with community partners to enhance senior services

Event Logistics Management

- Manage event logistics including venue booking and vendor coordination
- Maintain outreach bag for events

Counselor Support

- Provide administrative support to counselors
- Schedule appointments and coordinate client transportation/housing when needed
- Coordinate resources and referral follow-up

Qualifications

Required

- Bachelor's degree in social sciences, humanities or related field
- 2+ years' experience in administrative coordination or program support
- Strong organizational and time management skills
- Excellent written and verbal communication abilities
- Cultural competency working with South Asian communities
- Bilingual skills (English and any South Asian language). Hindi language preferred
- Ability to work with minimum supervision

Skills and Competencies

- Computer proficiency in Microsoft Office Suite and database management
- Basic accounting skills
- Event planning and project coordination experience
- Crisis intervention and active listening skills
- Ability to maintain strict confidentiality

- Professional phone and email communication
- Flexibility to work evenings and weekends for events

Personal Requirements

- Valid driver's license, auto insurance and reliable transportation

Training and Professional Development

- Complete 40-hour domestic violence training certification (MCEDSV)
- MaiFS 101 and DV 101 orientation and cultural sensitivity training
- Participate in weekly staff meetings
- Ongoing professional development on MiVAN
- Familiarity with local DV/social service resource
- Assist survivors with medical providers, legal attorneys, accommodation/housing, and other survivor-support resources

To apply, please email cover letter and resume to jobs@maifamilyservices.com.

Mai Family Services is an equal opportunity employer that values diversity at all levels.