

**Chore Service, Inc.**  
**Program Coordinator**  
**Salisbury, CT**

**Position Summary:**

The Program Coordinator is responsible for assisting the Executive Director in managing the day-to-day operations of Chore Service. The Program Coordinator provides case management for Chore Service clients and support to Chore Service workers.

**Supervision:** The Program Coordinator is supervised by the Executive Director

**Skills/Qualifications:**

- A bachelor's degree in social services or a related field or can demonstrate strong work experience in a related field.
- A genuine commitment to improve the quality of life for those in need.
- Experience working with elderly populations.
- Work well independently as well as take direction.
- Be empathetic to client needs, maintaining strict confidentiality policies.
- A high level of professionalism.
- Strong oral and written communication skills.
- Ability to organize, coordinate, and prioritize tasks with attention to detail and follow through.
- Ability to work well with and manage individuals (including handling concerns non-judgmentally, getting all sides of concerns from clients, workers, or any other involved parties, and resolving concerns fairly and diplomatically).
- Proficient computer skills, including Microsoft 365 (Excel and Word), QuickBooks Online, internet use, and email.
- Knowledge of donor database (DonorPerfect preferred) or willingness to learn.
- Experience with social media (Facebook, Instagram, website (Squarespace preferred).
- Valid driver's license and reliable transportation.

**Duties:**

**Client/Chore Worker Management**

- Conduct intake with new clients, gain clarity on their unique situations and needs, and complete all appropriate paperwork.
- Match new clients with appropriate workers promptly.
- Conduct home visits as needed to assess client needs.
- Recruit, screen, and onboard workers.
- Monitor workers and clients with an emphasis on new workers.
- Provide worker training as appropriate, including quarterly in-service.
- Manage worker records, including the accuracy of timesheets.
- Manage client monthly invoicing and track contributions.
- Maintain client and worker personnel files, ensuring all requirements are met.
- Solicit written and oral feedback from workers and clients.

**Fundraising**

- Assist with donor database updates and reports.
- Assist with fundraising events planning.
- Attend fundraising events and assist as needed.

**General Office**

- Filing, data entry, faxing/emailing, ordering supplies.
- Document and keep accurate records.

Keep the Executive Director apprised of activities/concerns and issues as they arise.

*Other Duties as Assigned*

Chore Service, Inc. is an EOE.