



HELLO BABY PRIORITY PROGRAM COORDINATOR

JOB DESCRIPTION

January 2025

The mission of Healthy Start is to improve maternal and child health and to reduce poor birth outcomes and infant mortality in Allegheny County.

Overview:

We are seeking a strategic and proactive thinker who is detail-oriented, with excellent written and verbal communication skills, and the ability to effectively manage multiple priorities in a fast-paced environment.

As a key member of the Hello Baby Priority Care Team, the Program Coordinator plays an integral role in ensuring the successful delivery of services and support for families with newborns in Allegheny County who face complex needs. In this position, the Program Coordinator will oversee both internal and external program functions, addressing clerical tasks, community engagement, partner relations, and program reporting requirements.

The Program Coordinator will uphold and promote the program's core values of community engagement, authentic healing relationships, family and child well-being, equity, and respect, ensuring that these principles are consistently reflected in all aspects of service delivery and team collaboration.

Responsibilities:

- Oversee and streamline the process for participant referrals, ensuring that all necessary documentation is completed and that participants are promptly connected with appropriate services.
- Provide high-level administrative support to the Program Director, including managing complex schedules, preparing materials for meetings, and overseeing special projects to ensure successful completion within designated timelines.
- Effectively track program objectives, timelines, milestones, and outcomes to ensure alignment with program goals. Proactively identify and address potential barriers to success and assist in the development of strategies for course correction as needed.
- Collaborate with the Program Director and team to develop, implement, and refine new processes, forms, and reports, ensuring that programming operates efficiently and in compliance with organizational standards and goals.
- Compile and analyze both qualitative and quantitative data for program reporting, ensuring accurate and timely maintenance of participant files and records. Prepare clear, actionable reports for internal and external stakeholders.
- Serve as the primary liaison for internal and external program communications, ensuring timely and professional dissemination of information, updates, and announcements to all relevant stakeholders.
- Greet office guests with professionalism, coordinate meetings and appointments, and provide logistical support to ensure smooth and efficient office operations.
- Operate and maintain a variety of office equipment, such as copiers, fax machines, and other administrative tools, ensuring they are functional and available when needed.
- Perform other job-related duties as directed by the immediate supervisor, demonstrating flexibility and a willingness to support the program in any capacity necessary to ensure success.

Qualifications:

- **Exceptional Communication Skills:** Strong oral, written, and technical communication abilities, with the capacity to clearly convey information across diverse audiences.
- **Executive-Level Administrative Expertise:** Proven experience in providing high-level administrative support, including managing complex schedules, coordinating meetings, preparing reports, and handling sensitive correspondence.

- **Comprehensive Knowledge of Community and Service Delivery Systems:** In-depth understanding of community resources and service delivery systems, including county-specific resources.
- **Stakeholder Engagement and Relationship Management:** Strong ability to engage, collaborate, and maintain positive working relationships with a wide range of stakeholders, including community partners, service providers, and Healthy Start affiliates at all levels.
- **Advanced Technical Proficiency:** Expertise in working with computer software applications such as word processing systems, client databases, and spreadsheets. Proficiency in Microsoft 365 (Word, Excel, PowerPoint, Outlook) is highly preferred.
- **Data Analysis and Reporting Expertise:** Familiarity with data collection, analysis, and reporting processes, including the ability to interpret program metrics, generate insights, and create clear, concise reports.
- **Cultural Humility:** Ability to work effectively with diverse, multi-cultural populations and agencies, demonstrating cultural sensitivity and inclusivity in all interactions.
- **Commitment to Confidentiality:** Demonstrated commitment to maintaining strict confidentiality in handling employee and agency information, in adherence to privacy regulations and organizational policies.

Education and Experience:

- At least 3 years of progressively responsible administrative, project management and/or executive support experience. Bachelor's degree preferred, preferably in nonprofit management or a related field.
- Significant experience/training in lieu of degree may be considered.
- Position requires strong project management, administrative and technology skills, in addition to organizational and customer service skills.

Job Requirements:

- Act 33/34 and FBI clearances are required.
- Valid unrestricted Pennsylvania Driver's License.
- Must possess valid and current automobile insurance and be listed as an insured driver.
- Fully vaccinated for COVID-19.
- Must be able to lift 50 lbs.

Supervisory Relationship:

This position works under the direction of the Hello Baby Priority Program Director.

Compensation:

The starting salary range for this position is \$45,000 - \$50,000 annually, commensurate with skills and experience. We offer a comprehensive and competitive benefits package. FLSA Status: Non-Exempt

Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

Application Instructions:

Send resume and cover letter to HR@hsipgh.org. Applications submitted without a cover letter WILL NOT be considered.