



PROGRAM COORDINATOR

Job Summary:

TIHAN's Program Coordinator has two main responsibilities: providing direct services for people living with HIV (CarePartners), as well as coordinating the agency's onboarding processes for volunteers. The Program Coordinator meets with CarePartners to support them in their needs for emotional, social, and practical support. This role is also key in outreach efforts for TIHAN's volunteer opportunities, and manages TIHAN's volunteer recruitment and onboarding processes.

Job Impact:

Providing outstanding, sensitive care to Tucson's HIV community is the core of TIHAN's existence. The Program Coordinator engages people living with HIV and provides direct support to them, connecting them to support services within TIHAN and with other programs and resources in the community. As volunteers are key in achieving TIHAN's mission, the Program Coordinator ensures that the volunteer needs of TIHAN are met in a tangible manner. The Program Coordinator recruits and orients volunteers to be appropriately placed to benefit the organization's mission, programs, and CarePartners.

Qualifications:

- Background in providing direct services and programs.
- Familiarity with working with people who are LGBTQ+ and other vulnerable populations.
- Experience recruiting and coordinating volunteer programs, preferred.
- Bachelor's degree, preferred.
- Strong organizational skills, with the ability to multi-task and prioritize daily responsibilities while maintaining the flexibility to shift as needed.
- Excellent communication skills, including the ability to confidently facilitate in front of a large diverse audience.
- Computer skills, including Microsoft Office proficiency and experience with database programs.
- Detail-oriented and have the capacity to coordinate projects and events.
- Ability to set priorities based on tasks and deliverables.
- Cultural sensitivity and excellent cross-cultural communication skills.
- Ability to creatively problem-solve and remove barriers.
- Must have reliable transportation to get to meetings and events outside of the TIHAN office.
- Requires ability to lift and move boxes and bins weighing up to 50 pounds within the TIHAN office as well as to and from vehicles or storage areas.
- Bilingual (English/Spanish) preferred.



Duties and Responsibilities:

- Oversees onboarding process of new CarePartners (clients living with HIV).
- Communicates with and meets directly with CarePartners.
- Provides support for all direct services for CarePartners.
- Manages volunteers assisting with linking CarePartners with support.
- Recruits and screens potential volunteers, and organizes volunteer orientations, including working with potential volunteers, community partners, and speakers.
- Coordinates the volunteer training, placement, support, recognition, and retention of volunteers to conduct the mission and programs of the agency.
- Works closely with agency staff to identify and recruit specific volunteer needs and activities.
- Creates, maintains, and updates records of CarePartners and volunteers.
- Coordinates volunteer appreciation and retention activities.
- Develops relationships to facilitate the recruitment of volunteers from corporate, faith community, academic, and other sources in the community.
- Conducts volunteer recruitment by working with faith communities, civic and community groups, and nonprofit agencies, as well as utilizing multiple platforms such as the Volunteer Center of Southern Arizona, the Southern Arizona Volunteer Management Association, and Volunteer Match.
- Leads volunteer recruitment and coordination of special events.
- Other duties as required/assigned.

Hours and Benefits:

Full-time, non-exempt position, some weekend and evening hours will be necessary based on events and projects. The following benefits are provided:

- Health Insurance from date of hire. (TIHAN pays \$350/month or half of individual monthly premium, whichever is greater)
- Retirement plan (Simple IRA with 3% match by TIHAN of employee contributions)
- 2.5 weeks of vacation time per year initially, 3 weeks after two years. (Vacation time accrues over time based on hours worked)
- 2.5 weeks per year of sick time. (Sick time accrues over time based on hours worked)
- 11 paid holidays