

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.
- Flexibility to work evenings and weekends to support events, volunteer activities, or program needs.
- Bilingual (English/Spanish) preferred.



Duties and Responsibilities:

CarePartner and Link Program Management

- Conducts intake, onboarding, and ongoing support for CarePartners living with HIV.
- Assesses individual needs and connects CarePartners to TIHAN services and community resources.
- Maintains regular communication and follow-up to ensure consistent care and support.
- Coordinates volunteer involvement in direct CarePartner support activities.
- Tracks and evaluates program outcomes, ensuring data is collected for grants and quality improvement.
- Builds and maintains relationships with partner agencies to strengthen referral networks and service access.
- Represents TIHAN at relevant community events and collaboratives.

Volunteer Coordination

- Recruits, screens, orients, and trains volunteers to support TIHAN's mission and programs.
- Organizes and facilitates volunteer orientations and trainings, incorporating speakers, educational tools, and community perspectives.
- In collaboration with agency staff, coordinates volunteer placement, as well as supervision, recognition, and retention efforts.
- Maintains volunteer records and ensures compliance with agency policies.
- Develops and sustains community partnerships for volunteer recruitment.

Other duties as 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:

- Medical, vision and dental insurance from date of hire. TIHAN covers 100% of the employee-only premium for the lowest-cost option among the four available insurance plans. Employees are responsible for any additional costs if they select a higher-premium plan or elect to add dependent coverage. Dependent insurance premiums are fully paid by the employee.
- Retirement plan (Simple IRA with match by TIHAN of employee contributions, up to 3% of salary earned.)
- 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