

Program Coordinator Job Description

POSITION DESCRIPTION

United Way of Western Nebraska, founded in 1945, unites people of Western Nebraska to build a stronger, healthier and more compassionate community throughout Western Nebraska. UWWN serves the Western Nebraska panhandle and two counties in Eastern Wyoming with collaborative fundraising to support local nonprofit partners and United Way community impact work. UWWN leads in empowering children and youth, stabilizing families, and strengthening communities in the areas of healthy community, youth opportunity, financial security and community resiliency through meaningful and lasting reform. UWWN identifies gaps in the community and works to fill those gaps through United Way community impact initiatives and work with local leaders. UWWN coordinates an annual fundraising campaign to provide financial grants to local nonprofit partners.

The Program Coordinator provides comprehensive employment, training, and case management services to individuals seeking to improve their employment opportunities and achieve economic self-sufficiency. The coordinator works collaboratively with participants, employers, educational institutions, workforce agencies, and community partners to address barriers to employment, connect individuals with training opportunities, and support successful job placement and retention. The position also ensures compliance with program requirements, data tracking, and outcome reporting.

ESSENTIAL DUTIES & RESPONSIBILITIES

Participant Engagement and Case Management

- Conduct outreach, recruitment, and enrollment of eligible participants.
- Complete participant intake assessments and identify strengths, skills, employment barriers, and career goals.
- Develop individualized employment and career action plans.
- Provide ongoing case management, support, and coaching.
- Monitor participant progress and adjust service plans as needed.
- Maintain regular communication with participants to encourage engagement and successful outcomes.

Employment and Career Services

- Assist participants with resume development, interviewing skills, job search activities, and employment applications.
- Support participants in obtaining employment, work-based learning opportunities, internships, apprenticeships, and other workforce experiences.
- Deliver workforce readiness training and career navigation services.
- Develop employment opportunities by cultivating relationships with local and regional employers.

Education and Training Coordination

- Coordinate referrals to vocational training programs, certification opportunities, adult education, GED preparation, and other workforce development services.
- Collaborate with training providers to monitor participant attendance, progress, and completion.
- Assist participants in accessing financial assistance and other resources that support training participation.
- Promote career pathway opportunities that lead to family-sustaining wages.

Supportive Services Coordination

- Assess participant needs related to transportation, childcare, work clothing, educational materials, housing stability, and other employment barriers.
- Connect participants with community resources and partner agencies.

- Coordinate supportive services in accordance with organizational policies and funding requirements.
- Advocate for participant needs and assist in overcoming barriers to employment success.

Documentation, Data Management, and Reporting

- Maintain complete, timely, and accurate case files and participant records.
- Enter required information into data management systems and databases.
- Prepare reports that track participant activities, outcomes, and performance measures.
- Ensure compliance with organizational, contractual, state, and federal requirements.
- Assist with program monitoring, audits, and evaluation activities.

Community and Employer Partnerships

- Develop and maintain strong relationships with employers, educational institutions, workforce agencies, and community organizations.
- Participate in community meetings, workforce initiatives, and collaborative partnerships.
- Promote employment and training services throughout the service area.
- Identify opportunities to expand participant access to education, training, and employment resources.

REPORTING RELATIONSHIP

The Project Coordinator reports to the Executive Director.

FLSA STATUS

This position is considered non-exempt under the Fair Labor Standards Act. This position exercises independent judgment on a variety of issues impacting UWWN.

QUALIFICATIONS

Required Qualifications

- Bachelor Degree in Human Services, Social Work, Education, Workforce Development, Business Administration, Counseling, or a related field; equivalent experience may be considered.

- Strong organizational, communication, and interpersonal skills.
- Works well with the public
- Strong organizational skills and highly skilled in accuracy
- Ability to maintain confidentiality and work with individuals from diverse backgrounds.
- Desire to work in a community oriented non-profit and be an integral part of the United Way of Western Nebraska team
- Ability to multi-task
- Strong commitment to Western Nebraska
- Valid driver's license, current certificate of vehicle insurance, and access to reliable transportation to all assigned work locations.

Preferred Qualifications

- Experience working with workforce development or employment programs.
- Knowledge of community resources and support services.
- Experience in grant-funded programs and outcome reporting.
- Experience building employer and community partnerships.
- Bilingual skills are a plus.

Abilities

- Ability to work both independently and as part of a multidisciplinary team, with flexibility and openness to feedback.
- Knowledge of and experience with case management, career coaching, and participant support strategies in a workforce development or educational setting.
- Ability to work effectively with a diverse population, including individuals facing barriers to employment, and provide supportive, goal-oriented guidance.
- Knowledge of workforce development systems, career pathways, and training programs, with the ability to align participant goals with education and employment opportunities.
- Ability to collect, track, and interpret participant data and outcomes in both written and verbal formats to support program requirements and continuous improvement.
- Skills and abilities necessary to clearly explain educational programs, career pathways, and employment opportunities in both verbal and written formats.

- Strong computer skills, including the ability to navigate student information systems, case management systems, and standard office software (e.g., Microsoft Word and Excel).
- Ability to assess participant needs and connect individuals to appropriate internal and external resources, including support services and community partners.
- Strong interpersonal and communication skills, with the ability to build trust, motivate participants, and maintain professional relationships with students, staff, and community partners.
- Ability to manage multiple participants, priorities, and deadlines while maintaining accuracy and attention to detail.
- Ability to communicate effectively in writing, in person, and on the phone.
- Ability to meet travel requirements of the position, which may include local and regional travel, varied days and hours.
- The individual must possess the above knowledge, skills, and abilities or be able to demonstrate the ability to perform the essential functions of the job, with or without reasonable accommodation, through some other combination of skills and abilities.
- Ability to listen to others and communicate honestly, responsibly and professionally; verbally, written, and electronically
- Ability to perform several tasks concurrently with ease, effectively and efficiently

COACHABILITY

- Able to work in a team environment and has the courage to communicate openly and honestly
- Possess a *growth mindset*: the willingness to be coached and to develop to increase effectiveness, collaboration, and produce results
- Adaptable
- Foster a culture of integrity, service, adaptability, innovation, and responsibility

PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT

- This position requires sufficient manual dexterity to operate phones, computers, and other office equipment, as well as the ability to sit and use a computer for extended periods.
- This person must speak clearly using the English language to accurately convey information.
- Generally good working conditions with little or no exposure to extremes in noises,

temperature.

- Little or no safety or health hazards.
- Ability to lift and carry up to fifty (50) pounds for short distances and move tables, chairs, and media equipment when necessary.
- Work performed in an office setting as applicable determined by activities.
- Ability to meet travel requirements of the position, which may include local and regional travel, varied days and hours on occasion.
- Position is open to hybrid work throughout the United Way of Western Nebraska footprint in the Nebraska panhandle service area. Work in community locations, schools, and partner sites throughout the Panhandle region. This position is primarily based at UWWN office locations (open to Alliance, Chadron, Scottsbluff or Sidney). A hybrid work arrangement may be considered for the right candidate, with required in-office days for collaboration, meetings, and organizational needs.
- UWWN will provide necessary office equipment, including a computer and related supplies.

COMPENSATION

Compensation is \$18.50-\$21 per hour DOE. Benefits include 11 paid holidays, generous PTO, 3% retirement match, and health insurance stipend.

TO APPLY

Please submit a cover letter and resume with contact information to Karen Benzel at kbenzel@uwwn.org.

We are an equal opportunity employer and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability status, protected veteran status, or any other characteristic protected by law.