



## Outreach Coordinator Job Description

### POSITION SUMMARY:

The Outreach Coordinator is charged with coordinating and administering all aspects of programs, community outreach and education, member relations, special event support, volunteer recruitment and management, and other administrative duties as assigned by the Executive Director. This position requires someone who can work flexible hours, some evenings and weekends required, and has reliable transportation. This is a full-time, salaried, remote position, and hours vary depending on program and event schedules.

### ESSENTIAL FUNCTIONS AND JOB RESPONSIBILITIES:

#### ***Program Development and Implementation***

- Plan the delivery of overall programs and activities in accordance with the mission and goals of the organization under direction of the Executive Director. These include, but are not limited to health and wellness programs, new parent support, community education, social programs for teens and adults with Down syndrome, and continuing education for parents.
- Create new programs to meet the needs and expectations of members based on annual survey.
- Manage master program calendar and update in a timely manner.
- Maintain relationships in program development with partner agencies.
- Develop and implement a program evaluation to assess the strengths of each program and identify areas for improvement.
- Create and update program registration sites and ensure accuracy of information for each program including, date, time, location, cost, spelling and grammar.
- Ensure that program activities operate within the policies and procedures of The Down Syndrome Partnership of North Texas.
- Ensure that program activities operate within relevant legislative and professional standards.
- Track program attendance and report as needed to the Executive Director for reporting to Board of Directors and funders.
- Develop forms for all programs including health and liability waivers. Maintain a file for these waivers and update bi-annually.
- Ensure that programs operate within budget established by Executive Director and board.
- Communicate with attendees about events in a timely manner including event details, costs, waiver or liability forms.
- Work with Executive Director to ensure that all communications regarding events (including printed, social media and newsletters) are accurate.
- Share any program photos with Executive Director for use on social media.
- Create and maintain all Zoom meetings with a professional appearance that meets our brand standards.
- Coordinate volunteers for programs when needed following all agency standards for volunteer recruitment.

#### ***Events and Fundraising***

- Support and attend all fundraising events by tracking progress, working with committee, and logistical support on the day of the event.
- Attend all event and fundraising committee meetings.

- Coordinate correspondence with committee members regarding meetings and event details.
- Work with Executive Director and event committee chair to create meeting agendas.
- Create minutes from each meeting and distribute in a timely manner.
- Manage fundraising websites and registration processes.
- Assist with any members who have issues with registration.
- Assist in pulling event reports and tracking registration.

### ***Member Relations***

- Focus on member needs by anticipating, understanding, and responding to their needs or concerns within a timely manner including website, email, Facebook, and phone call inquiries. Bring any immediate issues or concerns to the Executive Director.
- Conduct annual member survey and event surveys as needed.
- Collect member survey data for evaluation by Executive Director, Board of Directors, and committee members.
- Maintain confidentiality of all The Down Syndrome Partnership of North Texas members and families.
- Represent The Down Syndrome Partnership of North Texas at member functions, events, outreach events and ceremonies.

### ***Volunteer Management***

- Recruit, screen and train volunteers for events and projects.
- Ensure that all volunteer records are current and a background check is conducted on all active volunteers bi-annually.
- Maintain records for all volunteers including application and criminal background checks ensuring that all confidential information is redacted.
- Communicate as-needed with volunteers regarding updated programs and events.
- Attend volunteer recruitment fairs as-needed.

### ***Administrative***

- Handle all incoming phone calls and general email inquiries.
- Prepare all donor letters in a timely manner.
- Oversee ordering office supplies as-needed.
- Coordinate any Zoom meetings required for Executive Director, Board of Directors, and committees.
- Act as a back-up to Executive Director on social media posts.
- Update email and voicemail to reflect The Down Syndrome Partnership of North Texas holiday schedule.
- Provide general administrative support to Executive Director.

Bi-lingual is preferred but not required.

Experience working with individuals with Down syndrome is preferred.

Bachelor's degree required.

Must be proficient in MS Word and Excel.

Must have reliable transportation and be willing to work a flexible schedule.

Must pass a criminal background check.

Must be a self-starter with the ability to create an office space at home.

Must be able to handle multiple projects at a time.

Interested candidates should submit a cover letter and resume to: [kim@dspnt.org](mailto:kim@dspnt.org)