Illinois Coalition Against Domestic Violence
Job Description

Job Title: PROGRAM SERVICE COORDINATOR
Classification: NONEXEMPT
Supervisor: CHIEF TRAINING AND TECHNICAL ASSISTANCE OFFICER

Work Performed/Position Responsibilities:
- Develop and proofread a variety of difficult materials and template forms, including contracts, reports, proposals, budgets, statistical and technical charts, agendas, minutes, instructions and general correspondence.
- Execute ICADV policies and procedures for grant administration and other requirements of funders, including, but not limited to, maintenance of related contract and program files; review of data reports; and other activities related to the administration of pass through funds.
- Prepare, distribute, evaluate, and monitor ICADV funding proposals and contracts with domestic violence services providers.
- Assist in completion of contractual narratives, program descriptions and reports.
- Provide on-site, phone, and email technical assistance to subproviders related to subcontracts, grant administration, and service delivery.
- Conduct required monitoring site visits, maintain site visit history documentation, and conduct follow up visits and correspondence as needed.
- Check in and review all progress and data reports related to subprovider contracts.
- Monitor subrecipient compliance with service, administrative and financial guidelines. Develop and monitor action plans when subrecipient is out of compliance with contract requirements.
- Identify training needs for domestic violence agencies and collaborate with other ICADV staff for addressing those training needs.
- Monitor subprovider service delivery progress, including but not limited to clients served, services provided and outcomes measurements of program.
- Compile reports and other informational materials regarding services.
- Provide programmatic information to the Board of Directors and Program Council as needed.
- Collaborate with other technical assistance and monitoring team members as necessary.
- Assist with staffing Services and Funding Oversight Committee of the Program Council.
- Perform other duties as may be necessary or assigned by the Chief Training and Technical Assistance Officer, Chief Operations Officer or Executive Director.

Knowledge Requirements:
- Comprehensive understanding of domestic violence including experience working in a domestic violence service agency.
- Knowledge of the Illinois Coalition Against Domestic Violence or similar nonprofit organization.
- Knowledge of systems advocacy and how to effectively work with nonprofit, government and for-profit institutions.
- Commitment to the empowerment of domestic violence survivors and client-centered services.
- Basic knowledge of comprehensive domestic violence services.
- Familiarity with generally accepted policies and practices that impact survivors and domestic violence and their children.
- 3-5 years experience working in a domestic violence agency is preferred.
Skills Requirements:
- Excellent oral and written communication skills which demonstrate a commitment to professionalism.
- Appropriate conflict resolution methods which lead to positive solutions.
- Ability to speak in public forums and conduct trainings.
- Ability to problem-solve and research needed information with difficult and diverse situations.
- Ability to understand and interpret complex rules and regulations.
- Knowledge of day to day use of Microsoft Office suite of software applications with advanced knowledge of Excel or comparable spreadsheet application.
- Knowledge of day to day use of Adobe Acrobat.

Physical Requirements:
- Occasional lifting of light boxes may be requested.
- Ability to drive oneself or secure reliable transportation to reach all areas of Illinois.

Special Demands:
- This position requires extensive Illinois travel. Willingness and ability to travel with frequent overnight stays.
- Must be able to secure reliable transportation, including driver’s license and proof of insurance if necessary when travel is required.
- Ability to work in fast-paced, non-smoking, feminist-centered environment.
- Ability to work cooperatively with a variety of people as well as independently with minimal supervision.

Sources:
- The Program Service Coordinator takes direction from the Chief Training and Technical Assistance Officer and the Executive Director.
- The Program Service Coordinator is supervised by, reports to, and evaluated by the Chief Training and Technical Assistance Officer.

Accountability:
- The Program Service Coordinator is responsible for ensuring subrecipient compliance with grant guidelines related to passthrough funding.
- The Program Service Coordinator is responsible for ensuring ICADV compliance with monitoring criteria of subaward agreements.
- The Program Service Coordinator is responsible for acquiring a thorough knowledge of and ability to help programs implement the Illinois Services Guidelines for Domestic Violence Providers, Victims of Crime Act, Violence Against Women Act, and Family Violence Prevention Services Act.

ICADV is an equal opportunity employer.

Created: January 2016
Updated: December 2016; July 2017; May 2019