



**Job Title:** Program Quality & Support Coordinator  
**Reports To:** Chief Program Officer  
**Location:** Central Office – Lewisville, TX  
**Work Duty Days:** 206  
**FLSA Status:** Full Time Exempt  
**Industry:** Non-Profit, Social Services, Education

### **About Communities In Schools of North Texas:**

Communities In Schools of North Texas is part of a national organization, Communities In Schools®, that ensures every student has what they need to be successful in school and life. We believe that relationships are foundational to unlocking a student's full potential. Working directly in schools across Cooke, Denton, and Wise Counties, we connect students to caring adults and community resources that help them overcome the barriers that stand between them and a brighter future. We are seeking a passionate, committed, and value-oriented individual to join our team.

### **Position Overview:**

The Communities In Schools of North Texas (CISNT) Program Support Coordinator is responsible for covering campus vacancies, maintaining consistent implementation of the CIS Model, and ensuring students continue to receive case management support during staff transitions. In addition to campus coverage, the Program Support Coordinator serves as a resource for Case Management Site Coordinators by offering ongoing training throughout the school year.

### **Qualifications:**

#### **Minimum Education/Certification:**

- Bachelor's Degree required. Degree in Social Work or Counseling preferred.
- Minimum of three-year experience as a CISNT Site Coordinator

#### **Special Knowledge/Skills:**

- Advanced knowledge to analyze, interpret, or make deductions from varying facts or circumstances related to case management programming and data collection.
- Experience working with economically disadvantaged, at-risk, and/or English as Second Language Learners
- Creativity and originality to identify and secure resources needed to assist students in developing higher-level reasoning, decision-making, and problem-solving skills
- Ability to exercise discretion and independent judgment on significant case management matters
- High levels of initiative, flexibility, and organizational skills
- Ability to perform duties with no on-site supervision and limited remote supervision
- Strong computer skills in Microsoft Office technologies are required
- Ability to work in a fast-paced, fast-changing environment and be multi-task oriented
- Exhibit a commitment towards the CISNT mission

### **Major Responsibilities and Duties:**

#### **Campus Coverage, Service Delivery, and Reporting**

- Provide consistent, high-quality campus coverage by implementing the CIS Model with fidelity.

- Maintain continuity of service delivery during case management vacancies including services to address basic and/or emergency needs of the campus, coordinated mental health services, academic tutoring and monitoring, existing groups, and mentor meetings.
- Recruit students to the CIS programs and completely new students assessments as needed based on the benchmark targets of the campus.
- Maintain strong communication and coordination with campus staff and administration when covering campuses.
- Ensure timely and accurate data entry and reporting including student services, volunteer logs, and in-kind donations.

**Training and Staff Support**

- Provide ongoing training and support throughout the school year to first year site coordinators.
- Assist with onboarding training of new staff, modeling best practices, and reinforcing positive case management strategies to strengthen staff performance and confidence.
- Provide on-site training and transition support to new Site Coordinators when handing off a campus.
- Build and maintain strong relationships and communication with campus staff, administration, and Case Management Central Office Staff, communicate regularly with campus and CISNT leadership regarding campus needs, Site Coordinator needs, service and training gaps, and campus and staff challenges.

**Supervisory Duties:**

The Program Support Coordinator will be responsible for providing daily supervision to inters, AmeriCorps Volunteers, and community volunteers while they are covering a vacant campus.

**Equipment Used:**

Computer, copier, digital projector, and other specialized equipment that is particularly unique to the position

**Working Conditions:**

- Frequent travel within Dallas/Ft Worth Metroplex
- Mental demands: Ability to communicate effectively (verbal and written)
- Work with frequent interruptions, maintain emotional control under stress.
- Repetitive hand motions.
- Occasional prolonged and irregular hours to meet deadlines

The foregoing statements describe the general purpose and responsibilities assigned to this job and are not an exhaustive list of all responsibilities and duties that may be assigned or skills that may be required.

<b>Continuation of the position is contingent upon funding.</b>
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