Job Description

**Job Title:** Senior Program Coordinator  
**Department:** IPHAM-Ctr for Community Health

**Job ID:** 35754  
**Percent Full Time:** 100

**Location:** Chicago Campus  
**Grade:** EXS 6

**Job Summary:**
The core focus of this position is to serve as a Community-Campus Coordinator to facilitate partnerships with community partners in the Chicagoland area (including community, faith-based, & patient advocacy organizations; public agencies; coalitions) to establish and deepen trusting relationships and meaningfully engage partners for collaborative research partnerships that improve health equity in Chicagoland.

This position will support the Alliance for Research in Chicagoland Communities. ARCC is a program of the Center for Community Health (CCH) and serves Northwestern’s Institute for Public Health & Medicine (IPHAM) and the Northwestern University Clinical & Translational Sciences Institute (NUCATS). Guided by a steering committee of community- and faith-based organizations, public agencies and Northwestern researchers, we support the full spectrum of community-engaged research by providing partnership facilitation, capacity-building workshops and one-on-one technical assistance, seed grants, and advocacy for supportive institutional policies. We support the CCH Principles of Engagement in our approach and the research we support.

The Senior Program Coordinator provides direction in reviewing & recommending policy & procedure designed to enhance operational excellence of a program/project in order to ensure success. This role ensures the effective, compliant, & efficient daily management of all operational, financial, & business functions in support of the business area’s mission & in coordination with central offices such as HR, Budget, Facilities, IT, & Provost. This position represents program/project on internal & external administrative affairs by recommending alternatives & suggestions.

*Please Note:* This position mostly works off-campus, across a broad range of Chicago communities. Requires access to reliable transportation.

**Specific Responsibilities:**

**Administration**
- Oversees & ensures that day-to-day operations are appropriately managed, efficient and effective.
- Develops, maintains & reports on quantitative and qualitative performance measures.
- Oversees documentation of agreements between NU and partner organizations, ensuring that agreements are completed, appropriately reviewed, approved, and adhered to by all parties.

**Budgets & Financial**
- Creates & oversees finances, budget, associated analysis & reports.

**Communication, Outreach & Recruitment**
• Ensures program/project success in regard to revenue & expense goals including recruitment, participation, etc.
• Identifies opportunities and strategies for short- and long-term growth & expansion.
• Creates & implements program/project brand identity and marketing & advertising strategy.
• Oversees marketing of new and current programs, working with partner institutions & media to ensure marketing plan effectively targets applicants, sponsors, etc.
• Ensures that all advertising and marketing materials accurately represent programs.

Evaluation
• Manages development and maintenance of evaluation processes including associated metrics and key performance indicators.
• Reviews & analyzes outcome measurements and recommends changes & enhancements to improve program/project.
• Collaborates with internal/external partners to implement changes designed to improve/increase program/project goals/objectives.

Events
• Manages programming, educational, student, alumni, workshops, meetings, etc. including speakers, agendas, etc.
• Manages planning and arrangement of meetings, workshops, events, etc. designed to exchange information, promote research objectives, and to build internal and external relationships within NU.
• Manages event details including communication, venues, presenters, travel arrangements, materials, refreshments and technology are arranged and completed in an appropriate and timely manner.

Program Development
• Researches competitor, and state-of-the art developments to enhance, improve, and innovate program curricula and delivery to better meet goals & objectives.
• Coordinates with program/project sponsors on the delivery of all onsite instruction and provision of logistical support.
• Oversee development and implementation of new program/project initiatives.
• Manages relationships with partners, foundations, etc. and coordinates logistical support
• Continually assesses and innovates program/project to achieve educational goals.
• Develops strategy for program/project growth and expansion.

Regulatory Compliance
• Manages development & implementation of processes & procedures for all safety, security & compliance programs.
• Manages compliance with all applicable federal, state, local & NU laws, regulations, policies & procedures.

Strategic Planning
• Manages & implements strategic plans.
• Reviews plans, meets with leadership & key faculty & staff.
• Provides advice & counsel & recommends changes & improvements to functional operations to better meet organizational needs & objectives.
Other duties as assigned.

Minimum Qualifications:
- Successful completion of a full 4-year course of study in an accredited college or university leading to a bachelor's or higher degree; OR appropriate combination of education and experience.
- 2 years program/project administration or other relevant experience.

Minimum Competencies: (Skills, knowledge, and abilities.)
- Knowledge & familiarity of Chicagoland communities including community priorities, & local issues/history, politics, & community engagement in an academic health/medical setting;
- Great communication & interpersonal skills, including public speaking, group facilitation, & writing. Able to interact effectively & tactfully with a broad range of people (e.g., grassroots leaders, community residents, government officials, teachers, physicians); persuasive and diplomatic; assertive, with the confidence to talk to people at all levels.
- Reliable and able to work both independently & as a team member; resourceful, able to plan own workday, set objectives and identify new opportunities as they arise.

Preferred Qualifications: (Education and experience)
- Bachelor’s or Master’s degree in Public Health, Social Services/Social Work, Counseling, Psychology or related field or equivalent combination of education, training, & experience from which comparable skills can be acquired;
- Strong community connections and experience in working with Chicagoland African American communities
- Experience working within Chicago-based community health or service agency;
- Understanding and/or experience with community-engaged research project or partnership and/or in university/academic setting.

Northwestern University is an Equal Opportunity, Affirmative Action Employer of all protected classes, including veterans and individuals with disabilities. Women, racial and ethnic minorities, individuals with disabilities, and veterans are encouraged to apply. Hiring is contingent upon eligibility to work in the United States.