

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.

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