

JOB INFORMATION

Job Family	Outreach and Community Engagement
Sub-Family	Outreach Education
Job Title:	Program Associate
Job Code:	
Alternate Title	
Version Date:	5/4/2022 7:24:04 PM
Salary Grade:	
Category	Social Services
Department:	Programs and Outreach
FLSA Classification:	Non-Exempt
EEO Code:	Professionals
Job Level:	Individual Contributor

JOB SUMMARY

The Program Associate position supports our community engagement work by providing direct support for assigned program participants. This role is a first line of contact and go-to resource for program participants and community members alike. The Program Associate plays an integral role in shaping the experience of participants, co-designing participant engagement, facilitating meetings, collecting feedback, creating connections, and much more.

Essential Functions

Essential Function	% TIME
Act as primary participant support for assigned program, helping to manage communications, our online participant network, and supporting networking and recruitment both online and occasionally through travel for events, meetings, etc. (travel expenses will be reimbursed)	30%
Coordinate and help to facilitate all participant meeting, trainings, or other small group gatherings for assigned program primarily in a digital setting and occasionally by traveling to meet with individuals and groups of participants (travel expenses will be reimbursed)	30%
Manage and support the creation of resources including collateral, online resources, toolkits, trainings etc. and provide shipping support for assigned program	20%
Manage and update relevant program participant data and document key relationships to ensure continuity within assigned program	15%
Support monitoring and evaluation of program through data collection and weekly metrics for assigned program	5%

Additional Responsibilities

<i>Additional Responsibilities</i>
Support and build the Foundation's reputation as a leading resource for living well with Parkinson's
Support the development and innovation of the Foundation's community partnerships
Support Foundation's Diversity & Inclusion initiative through thoughtful outreach, practices of cultural humility and the inclusion of diverse leaders
Assist in other activities on the behalf of the Foundation

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education

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Work Experience

3 years or more	Relevant experience in volunteer program coordination, program execution, education, and/or other related activity	Required
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Skills

Proven relationship management skills	Medium
Positive, outgoing personality, and demonstrated ability to collaborate with others in a respectful and empowering way	High
Ability to create meaningful connections and experiences over primarily digital channels	Medium
Experience with meeting and or learning facilitation	Medium
High emotional intelligence and ability to listen, interpret, and respond to information from others	High
Detail oriented and highly responsive, and able to manage multiple requests or projects simultaneously	High
Strong verbal and written communication skills and demonstrated ability to write clearly, persuasively and accurately	Medium
Proficient in Excel, Word, Powerpoint and Office 365 application	Medium
Proficient in donor database, preferably Blackbaud CRM	Low

PHYSICAL DEMANDS/WORKING CONDITIONS

Physical Demands

<i>Physical Demand</i>	<i>NA</i>	<i>Rarely</i>	<i>Occasionally</i>	<i>Frequently</i>	<i>Constantly</i>	<i>Weight</i>
Reading	X					
Carrying	X					
Climbing Stairs	X					
Crouching	X					
Grasping	X					
Grip	X					
Handling	X					
Kneeling	X					
Pinch	X					
Pulling	X					
Pushing	X					
Lifting	X					
Reaching	X					
Vision					X	
Repetitive Motions	X					
Sitting				X		
Standing	X					
Walking	X					
Stooping	X					

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions

Working Environment

<i>Working Condition</i>	<i>NA</i>	<i>Rarely</i>	<i>Occasionally</i>	<i>Frequently</i>	<i>Constantly</i>
Extreme cold	X				
Extreme heat	X				
Humidity	X				
Wet	X				
Noise	X				
Hazards	X				
Temperature Change	X				
Atmospheric Conditions	X				
Vibration	X				

Working Environment					
Working Condition	NA	Rarely	Occasionally	Frequently	Constantly
Other	X				

TRAVEL REQUIREMENTS

Travel Type	Percentage
Domestic	5%

Valid Driver's License Required

Yes/No	Reason for Drivers License
Yes	To attend local and remote events, transportation while traveling

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Functional Competencies

Competency	Level	Competency Description
Strategic Responsibility	2. Novice	Contributes to strategy for his/her team.
Collaboration	3. Mid	Maintains mutually beneficial partnerships with other functions.
Communication Skills	2. Novice	Advanced communication skills involving complicated topics.
Problem Solving	3. Mid	Arrives at a conclusion based on previous experiences and good judgment.
Functional Knowledge	2. Novice	Understands his/her discipline and good conceptualization of processes.
Analytical Thinking	2. Novice	Practices investigative techniques to determine the best approach.
Company Knowledge	3. Mid	Understands how his/her team contributes to the department to meet the goals defined.
Managing Change	1. Entry	Implements changes provided by management.

SCOPE

Freedom To Act

Works is accomplished with limited direction. Determines and develops approach to solutions. Work is evaluated upon completion to ensure objectives have been met.

Problem Complexity and Problem Solving Timeframes

Provides resolution to a diverse range of recognizable complex problems. Analysis is required to identify root cause. Uses judgment within defined boundaries to develop alternate solutions, both long and short term. Problem/Task resolution timeframe: Inclusive of shorter timeframes, but typically the majority of tasks take three to six months to resolve.

People Management

# Direct Resources Managed	# Indirect Resources Managed

Impact

Failure to achieve results or erroneous judgments may require the allocation of additional resources to correct and / or achieve goals.

Contact with Others

Frequently inter-organizational and outside customer / vendor contacts. Part of a team who represents the organization. Monitors activities and communicates information across the organization

Financial Responsibility

Total Financial Responsibility	The incumbent does not currently have budgetary responsibilities
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COMPENSATION

<i>Salary Max</i>	\$0
<i>Salary Midpoint</i>	\$0
<i>Salary Min</i>	\$0