



# Social Health Association of Indiana

## POSITION DESCRIPTION 2017-2018

**Position:** Manager, Program Scheduling & Client Relations

**Brief Description:** Support and maintain strong partnerships with schools, corporations, and key community partners to sustain a powerful network of relationships and program resources for SHA. Responsible for scheduling all SHA health programming state-wide.

**Accountability:** Reports to Director of Programs & Evaluation; Collaborates closely with the accounting office.

### Responsibilities

#### Partners

- Establish and maintain quality partnerships with schools, community partners, and key stakeholders.
- In collaboration with the Director of Programs & Evaluation, the Director of Development, the CEO, and marketing, ensure year-round communication with school primary contact person (nurse, social worker, teachers, principal) to maintain and deepen relationships.
- Participate in workshops, seminars, and conferences as related to responsibilities and programs of the agency.
- Solicit letters of support for funding, as needed.
- Under direction of CEO and Director of Programs & Evaluation, identify and develop partnerships with additional program locations.

#### Program

- Promote the curriculum and programs of Social Health Association to partners and in general.
- Work with Director of Programs & Evaluation, as needed, to follow up on special circumstances with a school or program as needed.
- Schedule schools and community organizations for programming.
- Schedule staff to teach youth social health programs.
- Book travel arrangements, as needed, for program staff.
- Provide an MOU to schools upon confirmation of scheduling.
- Ensure liaisons receive a confirmation of dates/times and classroom requirements at least one week before the SHA program begins.
- Ensure that schools are reminded of upcoming programs within two days of a visit, including specific reminder of classroom teacher expectations.
- Ensure school partners receive template parent English, Spanish, and Burmese version letters, when applicable.
- Maintain fee schedule and provide fee quotes to potential partners.
- Negotiate final fee payments with partners and work with accounting to invoice.
- Make follow up customer service calls to schools/camp clients to ensure satisfaction and prompt scheduling of future programs.
- Collaborate with the Director of Programs & Evaluation and the Director of Development to monitor and ensure programming is on track to meet funding guidelines and goals.

#### Administrative

- Coordinate the school scheduling calendar for program staff to ensure locations, dates, times, etc. are accurate and up-to-date.

Updated 6/19/17

- Ensure teaching staff are aware of changes, special circumstances, etc. via email, text, or phone call.
- Monitor weather for school closings, notify staff of relevant school closings and delays, and reschedule schools as needed.
- Be accessible early mornings for emergencies and last-minute changes that may occur with the school and/or with SHA staffing that will need to be immediately addressed.
- Provide administrative support to Director of Programs & Evaluation on as needed basis.
- Utilize technology to maximize effectiveness and efficiency of scheduling programs.
- Periodically assist with program evaluation and data entry tasks.
- Travel statewide for SHA duties, as needed (must have reliable transportation and current car insurance).

**Leadership**

- Consider the role of cultural, social, and behavioral factors in the accessibility, availability, acceptability and delivery of services to students and interactions with partners.
- Respond to diverse needs that are the result of cultural differences.
- Focus on on-going personal and professional development to benefit self and SHA.

**Qualifications**

Bachelor’s degree in communications/marketing or education field is preferred; however, equivalent related work experience may be considered. Exceptional writing and interpersonal communication skills and demonstrated cultural competence are essential. Detailed knowledge of Microsoft Office software programs as well as any other software programs necessary to perform the job. Must pass applicable criminal history background checks.

**Abilities**

To perform this job successfully the employee in this position must be able to demonstrate at least functional proficiency in most core competencies. Must be an energetic self-starter who is able to function comfortably in a team environment or independently and relates well to co-workers and the public. This position requires flexibility and the ability to manage time and multiple tasks with little supervision. It requires a lot of coordination and collaboration with staff, consultants, and partners. Must be detail oriented, prompt, highly focused on excellent customer service, and good negotiation skills.

**Confidentiality**

SHA employees may have access to or be required, as part of the duties of this job, to view, use, and/or be aware of certain protected information or other facts about individuals that are of a highly personal and confidential nature. Employees must follow and adhere to all confidentiality and privacy policies and practices. Employees may also be required to follow additional confidentiality policies or practices required by certain programs.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this position. They are not intended to be interpreted as an exhaustive list of all responsibilities, duties, and skills required of personnel assigned to this position. Other duties may be assigned by the CEO and/or Director of Programs & Evaluation.

Employee Signature: \_\_\_\_\_

Date Reviewed: \_\_\_\_\_

Supervisor: \_\_\_\_\_