



**TOWN OF WEST HARTFORD**  
**West Hartford, Connecticut**

**Program Coordinator/Hillcrest Area Neighborhood Outreach Center**

**Department: Human & Leisure Services**

**Reports to: Community Partnerships Manager**

**Job Purpose**

To assist in the administration, programs and operation of the Hillcrest Area Neighborhood Outreach Center (HANOC) and support other Community Partnerships Division programs.

**Work Environment**

Work is typically performed in both a community center setting and a business office environment. Manages multiple priorities adhering to established time frames and performance standards. Frequent interaction with people utilizing extensive oral and written communication to determine needs. Requires use of a personal computer and exposure to a video display terminal. Requires work outside normal business hours on a usually scheduled basis. Requires attendance at meetings internal and external to the organization and requires travel to those meetings.

**Essential Job Functions**

- Assists the Community Partnerships Manager in coordinating, developing and implementing various programs for adults and youths.
- Assists in managing daily operations of the neighborhood center.
- Promotes a positive learning environment through appropriate classroom management.
- Supervises volunteers and children.
- Collaborates on the development, implementation and evaluation of HANOC program objectives and participates in strategies to achieve those objectives.
- Oversees coordination of specific programs.
- Assists in maintaining and coordinating appropriate use of facility.
- Opens and closes facility.
- Provides referrals to appropriate professional staff.

- Builds and maintains positive working relationships with staff, neighborhood residents, volunteers and community representatives.
- Participates in the planning and implementation of community outreach initiatives.
- Works with Community Partnerships Manager to maintain and identify funding sources for specific department programs, i.e. HANOC, Food Pantry, The Town That Cares, Back to School Program.
- Participates in fundraising and promotional activities including community outreach and public speaking.
- Assists with administrative tasks as needed.
- Promotes positive public relations and customer service.
- Performs other related duties as required/assigned.

#### **Knowledge, Skills, and Abilities**

- ✓ Ability to work with individuals from diverse backgrounds.
- ✓ Ability to express oneself clearly and concisely both orally and in writing.
- ✓ Ability to use a personal computer for word processing, spreadsheet and database applications.
- ✓ Ability to work independently and as part of a team.
- ✓ Ability to work evenings and weekends when needed.

#### **Minimum Qualifications**

Bachelor's Degree in Human Services, Public Administration, Social Work, Business, Community Organization or related field and at least four years of experience, or an equivalent combination of education and experience.