



Job Title: Alumni Coordinator
Program: Alumni
Reports To: Program Director
Status: Regular Full-time
Hours: Various
Salary: \$40,000 to \$60,000

Exempt **Non-Exempt**

Objective:

Works under the general supervision of the Program Director. Develops and facilitates alumni programming and outreach for families that have exited the traditional Saranam program (alumni). Responsibilities include developing supportive relationships with alumni, facilitating social and community building activities, financial coaching and education for current and alumni families, managing IDA and CSA accounts, and occasional case management/referrals. Alumni coordinator interfaces with staff, volunteers, and outside agencies and organizations as appropriate and necessary; keeps documentation of activities while maintaining legal and ethical requirements regarding confidentiality; works with diverse belief systems.

Essential Functions:

- Develop supportive and meaningful relationships with alumni. Maintain regular contact with alumni and scale up contact rates.
- Provide financial coaching and education to support and facilitate financial skills and asset development for both alumni and current families, to promote long-term economic stability. Manage IDA and CSA accounts.
- With alumni families' input, develop programming to help families maintain stability and strengthen their community connections. Organize annual Alumni Reunion. Assist with strategy and actively support current families as they transition into independent living.
- Regularly update databases and generate reports with information required for grants, contracts, IDA/CSA accounts, and program development. Collect outcome data on an on-going and annual basis.
- Provide case management, resources, and referrals to alumni as requested. May include some crisis intervention. This requires the ability to handle stress and interactions that may involve conflict and emotionally charged situations.
- Interface with staff and outside agencies and organizations as appropriate and necessary.
- Keep appropriate documentation of activities while maintaining legal and ethical requirements regarding confidentiality.
- Ability to discuss substance abuse, domestic violence, child abuse and other issues with alumni families. This may include providing appropriate referrals, follow-up, support, and care.
- Lead activities as necessary in group or individual setting.
- Assist with grant reports, paperwork, and program development.
- Provide input to the budget process and manage Alumni Coordinator budget, including incentives, events, and training to ensure effective operations.

- Work independently, with volunteers, outside agencies, and staff. Participate in staff, program, community, and board meetings as needed.
- Provide regular updates to supervisor, director, or board as necessary.
- Understand the Saranam program, its structures, and policies.
- Other duties as assigned.

Core Competencies:

Integrity & Trust: Is widely trusted; is seen as direct and honest; keeps confidence; admits mistakes; doesn't misrepresent him/herself for personal gain; responds to situations with constancy and reliability.

Interpersonal Skills: Establishes good working relationships with all others who are relevant to the completion of work; works well with people at all levels of the organization; builds appropriate rapport; considers the impact of his/her actions on others; uses diplomacy and tact; is approachable.

Self-Differentiation: Demonstrates strong and appropriate personal boundaries in relationships; has a healthy appreciation of self, without being egotistical; is emotionally mature; can maintain a non-anxious presence amid turmoil; not overly dependent upon outside affirmation; works to build a strong personal support system.

Verbal & Written Communication: Can speak articulately and clearly in a variety of communication settings and styles; can get a spoken message across that has the desired effect; adjusts and fine-tunes communication in response to both verbal and non-verbal cues. Able to write clearly and succinctly; can get messages across that have a desired effect; clearly articulates message content and projects appropriate tone.

Decision Making & Problem Solving: Uses sound logic to approach difficult problems and apply effective solutions; can distinguish between symptoms, causes and implied solutions; makes decisions in a timely manner based upon a mixture of analysis, wisdom, experience, and judgment.

Priority Setting: Spends his/her time and the time of others on what is important; quickly zeros in on the critical few and puts the trivial aside; can quickly sense what will help or hinder accomplishing a goal; eliminates roadblocks; projects focus.

Developing Others: Provides others with challenging and stretching tasks; holds frequent developmental discussions; is aware of the developmental aspirations of others; encourages people to accept challenging assignments.

Teaching: Designs effective lesson plans and facilitates learning experiences in group and individual settings; selects teaching topics that are relevant, provocative and contribute to a deeper understanding of self, family, community; uses a variety of teaching topics to maintain interest and build connection.

Financial Literacy: Deep understanding of poverty, economic stability, budgeting, and credit building. Ability to guide clients toward financial independence and economic stability through education, motivation and personalized financial strategies.

The responsibility of all Saranam employees includes the following:

- Always represent and promote Saranam in a positive and professional manner.
- Maintain good attendance and punctuality in keeping with Saranam Policies.
- Attend all staff and organizational meetings as required.
- Observe and practice safe work habits and practices in compliance with regulations, statutes and organizational policies.
- Maintain family and organizational confidentiality in compliance with organizational policies and procedures.
- Read, understand, and comply with all guidelines of the Saranam Employee Handbook.

- Contribute to team effort by accomplishing related results as needed.

Requirements:

Credentials/Qualifications

Bachelor's degree required. Background and experience working with families experiencing homelessness and/or poverty is highly desirable. Experience with financial coaching also highly desirable. Familiarity with Albuquerque social services and community resources preferred. Bilingual (English-Spanish) preferred. Ability to lift 20 lbs.

Experience and Skills

Required

- Ability to work with a variety of people in diverse circumstances.
- Ability to handle conflict and crisis.
- Ability to perform light physical work as may be required.
- Proven ability as a team player in a larger staff situation.
- Excellent verbal and written communication skills.
- Ability to use MS Office, and Windows.

Environmental/Physical Conditions:

Normal Office environment: some local travel may be required.

Other

- Valid driver's license and proof of insurance
- Willing and able to use personal vehicles for local travel on agency business.
- Willing and able to occasionally work irregular hours and have a flexible work schedule.

Benefits:

Benefits apply to full-time candidates and include generous paid time off, a monthly health stipend, and a retirement savings plan. Non-exempt hourly employees are paid twice a month for hours worked. Sick leave is provided and accrued based on hours worked.
