



Title: Senior Program Coordinator - Spanish Community Program (SCP)
Status: Full-time Exempt
Reports to: Senior Clinical Coordinator -Spanish Community Program
Requirements: 1) **MA** in psychology or social work-related field required
2) **Bilingual** fluency required in Spanish and English
3) **Experience** with culturally diverse populations within the Latinx Community
4) **Flexible** schedule; office located in West LA with driving involved (mileage reimbursement)

Job Description and Specific Duties:

Key member of the agency's clinical team, with diverse job responsibilities that include coordination of adult grief support groups, pre-group appointments and assessment, volunteer supervision, data & quality assurance, community outreach and education for all Spanish Speaking adult programs. Job responsibilities include but are not limited to completion of a minimum of 4 pre-group assessments per week, running a minimum of 3 support groups at any given moment in time and providing volunteer supervision. In addition, the expectation is to collaborate with English Speaking Adult Program and to participate with staggering schedules to have clinical staff presence within the office during evening hours as needed to help with staffing coverage.

In-House Support Groups

- Conduct adult grief support groups in house as well as community based (minimum 3 groups at a time)
- Be available for practice needs in person in the office minimum 2 evenings per week as needed for SCP and/or for overall Adult Team staffing needs
- Participate in the rotation of supporting 218 Intake process, assuming clinician on duty (COD) coverage. In collaboration with Senior Clinical Coordinator for SCP rotate Evening on call (EOC) coverage for SCP and participate with evening on call (EOC) shifts to help with English speaking program if and when needed and able.
- Conduct phone and in-person pre-group appointments
- Communicate with Operations team regarding needs for data entry
- Set up and maintain group files in collaboration with Operations Team
- Maintain contact with prospective group members on the waitlist
- Coordinate and set up new groups for adult program (communicate with leaders/group members)
- On-going communication with current group members as clinically indicated
- Respond to telephone and email concerns from group members & group leaders
- Make referrals to individual therapy/other types of support as appropriate
- Develop new activities and resources for use in group

- Maintain and expand poem resources in collaboration with the Senior Clinical Coordinator for SCP. Submissions from staff, group leaders and group members must be approved by the SCP Senior Clinical Coordinator

Volunteer Group Leaders

- Recruit, interview, and train volunteer group leaders
- Conduct bi-weekly volunteer group leader supervisions (minimum 2 supervisions)
- Implement the newly devised annual evaluation and systematized record keeping for each Adult Team volunteer with all their documents in one centralized place for increased organizational accountability and intentional documentation of coaching/support and personnel issues.
- Provide oversight of individual volunteer group leader's performance, individualized skill building as appropriate and on-going consultation as needed

Administrative Responsibilities

- Attend bi-weekly clinical and monthly staff meetings
- Participate in weekly individual supervision
- Collaborate with Senior Clinical Coordinator to recruit, interview, train part-time staff; Supervise part-time staff and inter
- Attend and support key agency events, such as OUR HOUSE 5 K, Gala, Volunteer luncheon, Día de Los Muertos Festival, and other events and meetings
- Attend evening or weekend outreach community events
- Assess and coordinate Spanish language print and online grief support materials; assist in proofreading
- 2-hour 218 phone shift required and 2-PGAs for English program per week as needed

Outreach/Networking internally/Nationally and in the community

- Coordinate with internal programs, especially the school-based and camp services, to increase collaboration, referrals, and service offerings
- Assist Senior Clinical Coordinator with outreach networking in greater Los Angeles communities
- Collect and manage data and narrative examples pertaining to community outreach and contacts for Board reports
- Assist, coordinate, and conduct community presentations/speaking engagements in Spanish
- Facilitate National coalition call with other grief specialist through National Alliance for Children's Grief that provide Spanish grief support
- Assist Senior Clinical Coordinator, coordinate marketing, outreach, and education efforts to build awareness of programs

Karsh Center:

- In collaboration with Senior Clinical Coordinator of SCP, represent OUR HOUSE in Karsh community meetings. Ensure presence at quarterly collaborative meetings by an OUR HOUSE staff member.
- Collaborate with Senior Clinical Coordinator and outreach to the community as needed and as indicated to further the mission of the OUR HOUSE Grief Support Center

- Provide quarterly updates and strategic recommendations on services and outreach levels to Clinical Director and Executive Director

OUR HOUSE CORNERSTONE STATEMENT

- Support and be accountable to OUR HOUSE's Cornerstone Statement, which delineates core workplace and organizational values and behaviors upheld by each staff member:

A work culture where a sense of calm and safety is cultivated, proactive behavior is encouraged, and reactivity is tempered. Individuals are valued for their unique skill sets, forming a collaborative, team-centered environment where creativity and new ideas are welcome. Communication is honest and open while boundaries are upheld and where each voice is heard. We understand conflict resolution as an inherent aspect of creating this work environment and hold ourselves accountable to this initiative. Together with goodwill we address any conflicts through grace, professionalism, and respect to ensure integrity and confidentiality of process.

We thrive when we are empowered to make decisions, our identities are honored, our experience is trusted rather than micromanaged, and ownership of our personal care is respected. We are committed to the principles of justice, equity, diversity, and inclusion. Inclusivity is an intrinsic part of our mission, and we hold ourselves accountable to an anti-racist and anti-oppressive workplace. We acknowledge and respect individual communication, work styles, and values. These are informed by one's culture, family, and full life experience.

Our actions and intentions are heart centered, exemplified by our commitment to working with, listening to, and understanding each other and our community. We nurture humor and a sense of playfulness alongside a deep reverence and respect for the pain of grief.

The above descriptions are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of this position, but they are intended to describe the general nature and level of work being performed by this position.