

# UpValley Family Centers



**Position Title:** Economic Success Program Coordinator

**Employment Type:** Full-time, 40 hours/week, non-exempt

**About UpValley Family Centers:** UpValley Family Centers (UVFC) is a dynamic nonprofit organization that provides prevention services to strengthen children, adults, and families. Our mission is to provide guidance, support, and resources in the community, the home, and the individual so everyone can achieve a better life. Our offices are located in Calistoga and St. Helena; we serve children, youth, adults, and seniors. Taking a prevention-focused, community-responsive approach, our broad scope of services includes guided information and referrals, access to health services and other resources, education and mentorship opportunities for all ages, case management and counseling services, disaster relief and emergency preparedness services, and more. Learn more at [www.upvalleyfamilycenters.org](http://www.upvalleyfamilycenters.org)

**About this position:** This position is ideal for someone who is results-oriented, enjoys helping people to increase their skills and knowledge, enjoys working in the field in different locations and believes in the importance of assisting families to build assets and long-term security. This position coordinates a range of activities including our Volunteer Income Tax Assistance Program, workforce development/adult education services including working with partners to provide English as a Second Language (ESL) classes, connects families in subsidized housing with resources and safety net services. The person in this role needs to be passionate about helping low-income families. The role requires being stationed in both Calistoga and St. Helena. The Economic Success Program Coordinator reports to UVFC's Economic Success Program Manager.

## **Essential Duties and Responsibilities:**

- Coordinate services onsite for residents who live in low-income housing located in Calistoga and St. Helena. Services include adult education workshops or classes, direct support with application facilitation, connection to safety net services and referrals to service providers and other services that support overall wellbeing.
- Work with property managers to ensure that residents are receiving the services they need. Establish clear communication with managers on scheduling and needs for services.
- Work with partners across the county to bring services onsite for the residents.
- Conduct outreach to inform residents of available resources and ongoing adult education classes at each site location.
- Conduct and administer program surveys for the residents of each location.
- Attend webinars and trainings as required by our housing or funding partners.
- Attend monthly calls with our housing partners, to address issues that put resident tenancy at risk, with the goal of supporting housing stability.
- For the broader community, create or expand partnerships with the non-profit, educational, governmental and business sectors to implement existing and new strategies.
- Coordinate the Volunteer Income Tax Assistance Clinics in Calistoga and St. Helena. Recruit, manage and supervise a team of 15-30 committed and trained volunteers. Assist with ITIN applications when needed. Work collaboratively with other UVFC staff to support the Clinics.
- Coordinate the Work Force Development and ESL educational programs in collaboration with Napa Valley Adult Education and Napa Valley College.
- Coordinate Financial Education classes that promote families' and individuals' financial stability.
- Connect individuals and families with external resources and UVFC programs, providing guided referrals and application assistance.

- Assist clients and stay up to date on the availability of and qualifications for various social service programs, including Medi-Cal, CalFresh, etc.
- Staff the front desk in Calistoga and St. Helena on assigned shifts and provide office coverage as needed.
- Ensure that all client data and services are accurately entered in Apricot client database and other program data systems in a timely manner.
- Evaluate different program strategies through data collection, program team discussions, and client input, in alignment with UVFC's identified strategic direction and desired impact.
- Assist with program reports and fund development for Economic Success program funders.
- Make presentations to individuals and groups on the power of economic success strategies in community development.
- Attend monthly staff and program team meetings.
- Other duties as assigned.

### **Desired Qualifications:**

- Knowledge and appreciation of the challenges faced by low-income households in our region. An understanding of economic systems and policies that have positive or negative impacts on low-income and immigrant communities.
- Experience working with adults to advance their skills, knowledge and goals, especially in relation to financial well-being.
- A high degree of cultural awareness and capacity in cross-cultural practices.
- Excellent customer service and public relations skills.
- Supervision of diversely skilled workforce including trained volunteers.
- Ability to collaborate with a team of committed staff and volunteers who value excellence, commitment, empathy, shared knowledge and community development, and use creativity and teamwork in addressing challenges.
- Experience with data collection and program evaluation.
- Comfort using the computer as a tool to communicate research and monitor programs.
- Strong written and verbal communication skills in English and Spanish.
- Able to work independently at site locations in Calistoga and St. Helena.
- Knowledge of resources and community-based organizations in Napa County.
- Bachelor's Degree or equivalent experience.

### **Hours of Work:**

Our business hours are 8:30 am - 5:00 pm.

General work hours will be during our regular business hours, though the schedule may vary, including some evenings and weekends according to work duties. Regular evening and weekend work is required during tax season (February - April).

**To Apply:** Email cover letter and resume to Joey Garcia at [jgarcia@upvalleyfamilycenters.org](mailto:jgarcia@upvalleyfamilycenters.org). Position open until filled. No phone calls, please.

This job description is intended to indicate the kinds of work duties required in this position. It is not intended to limit or in any way modify the rights of any supervisor to assign, direct, and contract work of staff under his/her supervision. The use of a particular illustration describing duties shall not be held to exclude other duties, not mentioned, that are of a similar level or difficulty.

**Starting Range:** \$23.72 - \$35.59 per hour

Actual payment within range will be contingent on several factors, including but not limited to the candidate's qualifications, education, experience, internal equity, and alignment with market data,

following our compensation philosophy. Anticipated starting salary not expected to exceed the range median.

**Benefits:** Our competitive benefits package includes full health, vision, and dental insurance, 401K match contribution, 10 days of vacation increasing with tenure and 12 days of sick time, 15 paid Holidays, plus a floating Holiday and paid holiday time between Christmas day and New Year's Eve 3% one-time increase over starting salary for Spanish/English bilingual skills. Annual training budget, supportive and team-oriented work environment. UpValley Family Centers is a Blue Zones Project Approved™ organization that provides a variety of opportunities designed to foster employee wellness. We are committed to creating an equitable, sustainable, joyful culture where each team member can thrive.

**UpValley Family Centers is an equal-opportunity employer committed to maintaining a diverse staff and providing culturally responsive services.**