

Program Coordinator Job Description

JOB TITLE: Angels on Patrol Program Coordinator
REPORTS TO: Angels on Patrol Executive Director



Overview of Organization and Position:

Angels on Patrol (AoP), a nonprofit agency founded in 2009 by a Phoenix Police Lieutenant, with the mission of providing officer-initiated support to community members in times of crisis. AoP is unique in that all referrals for assistance come directly from on-duty law enforcement officers from 13 departments. AoP works closely in partnership with a variety of community agencies to provide the most comprehensive and cost-effective resources to whom we serve. AoP serves Phoenix, Tempe, Glendale, Mesa, Avondale, Paradise Valley, Scottsdale, Buckeye, Goodyear, Peoria, Surprise, and the Maricopa County Sheriff's Office and the Arizona Department of Public Safety. Our goal is to grow Arizona and Nationwide!

Primary Responsibilities:

Core Responsibilities: The Program Coordinator is, many times, the first voice or face the community and officers encounter on behalf of Angels on Patrol. The core responsibility is to provide emergent support to officers and the families and youth referred by them. This is done by stabilizing the crisis then connecting to long term community resources. This position is also responsible for the following:

General Responsibilities: This position is responsible for coordinating communications with law enforcement officers who refer families for assistance, determine and provide appropriate services for families and children and connect them to community resources, maintain case notes and case files, maintain the CRM/database, ensure accountability of funds, follow up with family and officers to collect data for outcomes surveys and interviews, assist with fundraising events, administrative tasks, volunteer management, maintain an up to date resource list, and other duties as assigned.

Job Requirements:

Minimum qualifications:

- A minimum of two years case management and/or program provision experience in a nonprofit or governmental agency.
- Knowledge of community resources, their services and connecting needs to services.
- Working knowledge and experience in Google Drive, Microsoft, Excel, and database programs.
- Ability to pass a background check.
- Ability to work with local law enforcement agencies and provide excellent customer service.
- Able to work independently, comfortable with a changing environment.
- Strong written, phone, and oral communication skills. Bilingual Spanish a plus.

Preferred skills:

- Preference of an Associate's Degree or higher in human or social services, behavioral health, criminal justice or a related field from an accredited college or university; a combination of other college and professional experience may be considered.
- Knowledge in areas of child abuse, family/domestic violence, and other crimes/victimization that lead to interaction with law enforcement.
- Ability to de-escalate intense situations and work with highly stressed community members.
- Comfortable and flexible working from home, from vehicle, and traveling between local cities.
- Victim Advocate and VOCA knowledge and experience a plus. Retired LEO a plus.

Job Type: Grant funded, Part-Time Contract Position – 20 Hours per Week

Pay: \$20/hour

Schedule: Flexible, set and on-call hours. On-call require nights and weekend coverage for incoming requests.

How to Apply: Email resume and cover letter to contact@angelsonpatrol.org

About us: <https://angelsonpatrol.org> and on Facebook:angelsonpatrol