

Program Coordinator

Job Posting – July 2021

The Looking Glass Foundation's programs and services decrease isolation, instill hope, and sustain recovery for individuals across British Columbia who are impacted by eating disorders.

Established in 2002, our **Vision** is: A province where everyone who suffers from an eating disorder receives the services they need to support their recovery, and where the stigma of this mental illness is replaced with compassion and understanding.

Overview

We are seeking an individual who reflects and is inspired by our mission and values, demonstrates a high level of motivation, is excited by new challenges and has the ability to manage multiple projects at once. You are a team player who thinks creatively, and demonstrates excellent interpersonal and organizational skills.

You have a passion for working within the charitable sector, with particular empathy for the issues and opportunities around mental health. You have experience working or volunteering with individuals dealing with mental health issues, and ideally have a strong understanding of eating disorders and disordered eating.

We welcome all applicants, and are particularly keen to consider candidates who identify with communities that tend to be underrepresented in mental health care. Part of a dynamic and collaborative team, you will support our organization in delivering empathetic and effective programming to those impacted by eating disorders.

Roles & Responsibilities

Looking Glass Foundation's peer support programs are made possible by skilled and compassionate volunteers who are trained, overseen, and supported by our professional staff. The Program Coordinator is responsible for enabling our peer support programs and enhancing the reach and accessibility of our services.

Program Coordinator responsibilities include but are not limited to:

A. Program and Volunteer Oversight

- Review peer support virtual interactions, identifying trends and areas where additional training or support is required.
- Work with our Volunteer and Program Coordinators to ensure program oversight for participants and volunteers.
- Step in to support peer support programs if a volunteer becomes unavailable.
- Maintain and develop program materials.
- Contribute to ongoing program development and community outreach.
- Support Volunteer Coordinator to manage volunteer trainings and general volunteer processes.
- Assist with volunteer recruitment, interviews, and onboarding as needed.

B. Database and Administration

- Manage participant and volunteer databases.
- Immediately address any tech issues that may arise in our peer support programs.
- Work with Program Administrator to ensure smooth intake and matching processes across multiple platforms.
- Ensure prompt and efficient email communication with participants and volunteers.
- Maintain program stats, dashboards and impact case studies.
- Work with Team to ensure implementation of program policies and procedures.

C. General Support

- Provide support to the community via phone and email.
- Assist with general administrative duties.
- Contribute to Looking Glass events, appeals and ongoing projects as needed.
- Support grant applications and funding partnerships by providing qualitative and quantitative information that demonstrates the scope and impact of our programs.

Qualifications and Experience

- Completed post-secondary education in relevant discipline
- Minimum two years' program coordination experience
- Highly proficient with Microsoft Office Suite (Outlook, Word, Excel, Power Point) and Zoom/Teams
- Digitally literate with experience supporting online programs
- An aptitude and patience for tech troubleshooting, both proactive and reactive
- Proficient in Neon CRM, Smartsheet, or similar database/project management software
- Excellent written and verbal communication skills
- Compassionate, with a professional demeanor and positive attitude
- Highly organized and detail-oriented, with ability to manage multiple projects and tight deadlines
- Self-starter and collaborative, with an aptitude for identifying and addressing issues and opportunities
- Strong personal alignment with the Looking Glass vision, mission, and goals
- High degree of confidentiality
- Experience conducting interviews/assessments considered an asset
- Criminal Records and Vulnerable Sector checks required

To Apply

This is a permanent, full-time office-based role (37.5 hours per week). We work flexible hours, and this position requires some evening and weekend work. Salary will be commensurate with experience. Permanent employees are eligible for a comprehensive benefit plan after a successful probation period.

Thank you for your interest in the Looking Glass Foundation. **Please email your cover letter and resume in a single PDF file, to roz@lookingglassbc.com with Program Coordinator in the email subject line.** No phone calls please; we will contact applicants who are selected for interviews. The application deadline is **Friday, July 30th**. Applications will be reviewed on an ongoing basis.