

Job Title: Program and Membership Coordinator, West Michigan Site

Details: Hourly, 28 hours per week, with potential for growth. Paid time off, paid holidays, Simple IRA match. Compensation based on experience and qualifications.

Reports to: Program Manager, West Michigan Site

Children's Healing Centers (CHC) are the nation's first recreational centers for kids with weak immune systems. With sites in Grand Rapids and Ypsilanti Township, Michigan, we provide social and emotional healing in a germ-free environment. The Centers are safe havens for kids ages 0 to 26, and their families, to step away from the stress of a complex medical diagnosis to just have fun! We break down the barriers of isolation and make play possible.

The Program and Membership Coordinator responsibilities include:

Grow prospect and current members

- Responsible to achieve member visit and usage targets.
- Develop initiatives to recruit and engage member families.
- Create monthly newsletter, surveys and other forms of member communication.
- Call and email members to invite to programs.
- Track effectiveness in member database.

Can you recruit new members and increase participation from current member families? Can you clearly communicate via email and phone?

Plan and execute programs

- Plan and execute developmentally appropriate programs for kids and parents.
- Adjust programs according to size and age of participants.
- Lead volunteers to execute programs.

Can you engage member kids and parents through play and conversation to create friendships? Can you organize volunteers to help with planned activities and maintain a safe place for our members?

Develop and grow adolescent and young adult (AYA) program

- Develop initiatives to recruit and engage young adult members.
- Plan and execute appropriate programming for AYA members.

Can you connect with teens and young adults with complex medical conditions? Can you create programming to increase membership and participation?

Other duties as needed to operate a Center

- Sharing about the Center with family, friends and community organizations.
- Covering other staff roles when team members are out.

Are you willing to help wherever needed on a small team?

Qualifications:

- Bachelor's Degree in related field.
- Experience working with kids and young adults. Ability to manage Center in emergency situation.
- Fluency in both Spanish and English (written and verbal) is a plus.
- Experience with Office 365 and computer software (i.e. CRM, Word, Excel, SharePoint, Constant Contact).
- Must work minimum of a weekly night shift and two weekends a month (non-summer). Committed to a nontraditional work schedule.
- Physical demands include to stoop, kneel, climb/ position oneself at kids' level, move throughout Center to oversee programs and lift/ move 25-45 lbs.
- Meet qualifications for Center participation including annual flu vaccination.

Key Characteristics for CHC staff:

- Welcoming and engaging person, inclusive of everyone
- Passionate and committed to serving immune compromised children and their families
- Relational individual with ability to connect to both kids and adults and build trust
- Ability to put others before self, listen before talking, meet others where they are at
- Willing to do whatever is needed to make the organization a success
- Self-starter with the ability to generate and prioritize work for themselves
- Continual learner, comfortable executing projects outside of knowledge area
- Team player—believes that partnerships strengthen, everyone has valuable skills
- Can handle sensitive information with integrity and confidentiality
- Clear communication and writing skills

Children's Healing Center is an equal opportunity employer.

Please send cover letter and resume to jobs@childrenshealingcenter.org