

Catholic Charities of Southeast Texas

Job Description

Position/Title	Program Coordinator I
Grade	23-E-001
Classification	Full time, Exempt
Category	Supervisory/Managerial/Professional
Department/Program	Elijah's Place
Date Revised	2026Jul1

CATHOLIC MISSION AND IDENTITY

Catholic Charities of Southeast Texas offers diverse programs in service and support of those in need. Our organization prioritizes its services to low-to-moderate income residents of Chambers, Hardin, Jasper, Jefferson, Liberty, Newton, Orange, Polk, and Tyler Counties. The agency makes its services available to all without regard to race, religion, age, gender, or national origin. Employees may be required to work in any part of the agency's service area.

Mission Statement

People of faith responding to needs by serving, teaching, building community, and preserving the dignity of individuals and families in Southeast Texas.

Goals

Goal 1: Provide everyone the opportunity to make their lives better.

Goal 2: Provide integrated services that help children become good citizens, leaders and responsible adults.

Goal 3: Develop stewards who use their time, talent, and treasure to help people in need.

General Description

Responsible for coordination of Elijah's Place program services, while providing a source of healing, growth, and wholeness for grieving families participating in the program. Provides direct services, volunteer supervision, and administrative activities for the Elijah's Place Program. The Coordinator serves clients of all religious, racial, ethnic, and cultural backgrounds. Other duties include outcome measurement, program development, and public relations.

Primary Responsibilities

- Responsible for ensuring effective delivery of services, including phone calls, intake, follow-up, case management and referral.
- Responsible for ensuring regular contact with families for support, management of attendance problems, and feedback regarding their experience at Elijah's Place.
- Responsible for the overall record keeping for the program and ensures the confidentiality of the information contained within (i.e. family files, telephone intake files, suspended family files, and waiting lists).
- Works with Program Director for outreach, planning, advertising and implementation of community education projects throughout the agency's nine county service area.
- Works with Program Director for planning and facilitation of Elijah's Place family support sessions as well as support sessions in schools and community settings throughout the agency's nine county service area.
- Assists Program Director with planning, scheduling, preparation, clean-up and facilitation for Elijah's Place family sessions.
- Assists Program Director with organization and facilitation of Elijah's Place Volunteer Facilitator training and other volunteer positions as applicable.
- Participates in fundraising projects and other development as needed.
- Through networking and collaboration with Community Service Providers/Organizations, identify unmet

- needs in the areas of childhood grief and assist in enhancing program services to meet those needs.
- Travel, evening and weekend hours are required for delivery of services.
- Must maintain licensure in the State of Texas. Participate in ongoing training and professional development activities to further knowledge of childhood bereavement.

Secondary Responsibilities

- Assist the Director in the recruitment, supervision and training of volunteers for Elijah's Place.
- Performs other duties as assigned by the Director of Elijah's Place.
- Perform other duties as assigned such as preparing for, attending and/or supporting special events and projects, assisting with outreach activities, speaking engagements, participating in staff retreats, filling in for other staff in another program/department, etc.

General Expectations

- Uphold the principles of Catholic Social Teaching.
- Uphold the mission and goals of the agency.
- Adhere to all policies and procedures of the agency, department, and program.
- Follow the Code of Ethics for the Catholic Charities USA network of agencies and, inasmuch as they are congruent with these, to follow applicable professional codes of ethics.
- Comply fully with and maintain all relevant licensing, certification, accreditation, and legal standards as required by the agency, HIPAA, and other applicable federal, state, and local laws and regulations.
- Must have adequate, available, reliable transportation. Must provide annually a copy of valid Texas driver's license and proof of personal automobile insurance.
- Must report to assigned physical job location following the established work schedule for the position. This position requires in-person attendance and does not offer a remote work option.
- Must be able to work evenings and weekends.
- Minister as appropriate to the needs of all stakeholders including but not limited to clients, co-workers, volunteers, and donors. Must treat all stakeholders of the agency with dignity and respect. Demonstrate sensitivity to all cultures. Inspire the trust of others. Work ethically and with integrity.
- Protect and maintain the confidentiality of all personal identifiable information (PII) and all information that may be of personal or sensitive nature pertaining to employees, clients, donors, volunteers, and/or the overall agency.

Physical Requirements

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the primary responsibilities of this job. Upon request, reasonable accommodation may be made to enable individuals with disabilities to perform the primary responsibilities. The demands include but are not limited to:

- Requires ability to hear and to speak clearly using appropriate grammar and tone.
- Requires working on a computer and on the telephone for the majority of each workday.
- Requires analytical, conceptual, problem –solving and decision-making skills; and ability to manage multiple tasks simultaneously and within the confines of deadlines.
- May need to regularly stand and walk.
- May need to climb stairs with varied frequency.
- May need to frequently lift and/or move up to 20 pounds and occasionally lift and/or move up to 40 pounds.

Experience, Education, Training, Language

- Master's level degree preferred and state licensure/certification appropriate to their degree in social work, counseling, education, or related field is required.
- Background in counseling, social work, or education and experience working with children, adolescents, and/or families.
- Knowledgeable on childhood bereavement or a willingness to learn.
- Experience and working knowledge of the development and needs of children.
- Proven leadership, administrative, and organizational abilities.

- Must demonstrate good written and verbal communication skills.
- Bilingual in English and Spanish a plus.
- Must be proficient in MS Office suite with ability to learn agency specific programs and software.
- Must be flexible and able to balance and prioritize multiple requests, and meet deadlines in a fast-paced, quickly changing environment.

Supervisory Responsibilities (highlight one)	YES	NO
Reports to	Randi Fertitta, Director, Elijah's Place	