

Catholic Charities of Southeast Texas Job Description

Position/Title	Program Coordinator II
Grade	23-E-002
Classification	Full-time, Hourly
Category	Supervisory/Managerial/Professional
Department/Program	Market to HOPE (Help Other People Eat)
Date Revised	2025Oct14; 2026April10
General Description	
<p>Successfully promote and support the mission of Catholic Charities of Southeast Texas by coordinating implementation and delivery of services for the Market to HOPE program to achieve program objectives. Works in collaboration with other program and agency staff, community leaders, and other social service agencies. Works in all permanent and mobile locations for Market to HOPE.</p>	
Primary Responsibilities	
<ul style="list-style-type: none"> • In collaboration with Program Director, coordinate services for both the Beaumont and Winnie Market to HOPE locations. • Responsible for the planning, scheduling and oversight of curbside and in-store services. • Complete agency intake process by conducting multi-dimensional assessments of clients to determine program eligibility. • Instruct volunteers and other staff on intake process for curbside service. • Manage case volume for in-store clients. Preplan length of service/certification period to ensure rotation of clients who meet in-store program eligibility. • Assist with coordination of food distributions for satellite locations. • Perform elements of on-going case management as needed to provide service and problem-solving assistance to meet the objectives established for each client. Make appropriate referrals to internal and external community resources as appropriate. • Responsible for oversight and maintenance of all appropriate electronic and paper documentation. Utilizes Client Track, Link2Feed and/or other client management platforms in accordance with program guidelines. Trains volunteers to support data entry needs. • Adhere to all program funding guidelines and CCSETX policies and procedures. • Maintain Civil Rights and Food Handlers' certifications as required. Attend periodic training or workshops as needed and relative to the position. • Work with Program Director and warehouse staff with identifying projects and tasks to be completed by individual and groups of volunteers. • Ensure appropriate training and certifications for volunteers as required by the agency and/or regulatory entities. • Maintain desk manual of all job responsibilities. 	
Secondary Responsibilities	
<ul style="list-style-type: none"> • Prepare acknowledgements letters for donors and volunteers. • 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, and filling in for other staff in another program/department, etc. 	
General Expectations	
<ul style="list-style-type: none"> • 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 maintain high-level knowledge required to perform job duties.
- 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 10 pounds and occasionally lift and/or move up to 25 pounds numerous times throughout the day. It is the responsibility of each individual to never lift beyond his or her own safe lifting limit. If an item is too heavy to lift, push or pull, and / or carry, the employee must break the box down into lighter, smaller, more manageable components, or ask for assistance from another employee or volunteer.

Experience, Education, Training, Language

- Bachelor’s degree in social work, psychology, counseling, or related field. At least one year previous related/similar work experience preferred.
- Must be able to work evenings and weekends.
- Must be proficient in MS Office suite.
- Must demonstrate good written and verbal communication skills.
- Bilingual in English and Spanish a plus.

Supervisory Responsibilities (highlight one)	YES	NO
Reports to	Jennifer Boudoin, Director Market to HOPE	

I understand this job description and its requirements. I understand that this is not an exhaustive list of the job functions and that I am expected to complete all duties as assigned. I understand the job duties and responsibilities may be revised by management as needed and without notice. I understand that this job description in no way constitutes an employment agreement/contract and that I am an at-will employee.

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