



WE CAN Participant Engagement Coordinator

ABOUT WE CAN

WE CAN (Women's Empowerment through Cape Area Networking) was founded in 2001 to empower Cape Cod women by providing unique services that inspire hope and bring increased stability, self-sufficiency, and opportunity to their lives. WE CAN serves more than 2,500 women each year with free and confidential legal services, employment and business support, financial empowerment, mentoring, and personal development programs. At WE CAN, the women who access our services are our *participants*. This inclusive and non-judgmental language embodies the spirit in which WE CAN operates.

With a small staff, our work is made possible through the dedication of 300 active volunteers and generous support of 600 individuals, business donors, and foundations supporting the organization through grants, annual gifts, monthly sustaining support, and event sponsorship.

POSITION SUMMARY

The Participant Engagement Coordinator is a newly created position that works closely with staff and volunteers as an initial point of contact for participants seeking information, assistance and access to WE CAN's programs. This position interacts directly with participants on a daily basis and helps to shape the participants overall experience with WE CAN. The position listens, assesses and offers program access and support to meet the needs of participants.

This position delivers high quality services to participants by welcoming them to WE CAN for in-person and virtual programs; and deepens engagement through coordinating access to programs, identifying trends and following through to ensure participant needs are met. As a member of the WE CAN team, this position provides an overall experience that enhances participant, volunteer and donor relationships.

We strongly encourage applicants who are people of color, indigenous, immigrants and refugees, LBGTQ+, people with disabilities and those with lived experience or a passion for WE CAN's mission to apply.

WE CAN is an equal opportunity employer committed to hiring a diverse workforce and sustaining an inclusive culture. WE CAN does not discriminate on the basis of race, ethnicity, religion, sex, color, national origin, age, sexual orientation, gender identity or expression, marital status, mental or physical disability, genetic information, veteran or military status, or on any other basis prohibited by applicable law.

RESPONSIBILITIES

- Engages participants from initial contact through their on-going involvement in WE CAN programs in a strategic and thoughtful manner. (65%)
 - Greets individuals seeking assistance via phone, text, email or in person by listening and responding with empathy, caring and professionalism. Schedules participants in WE CAN programs such as one-to-one consultations and/or workshops. Gathers and enters participant information in database and updates as needed.
 - Provides referral information to participants for needs not addressed by WE CAN's programs. Delivers a warm hand off and follow up to ensure linkages were made as needed.

- Provides reception support for calls taken by WE CAN volunteers.
- Contacts participants after their initial and subsequent participation in programs (one-to-one or workshops) to assess outcomes and provide follow up.
- Works with participants throughout their engagement with WE CAN; understanding their needs and guiding them through next steps for continued growth.
- Establishes caring, warm and professional relationships with participants, volunteers, staff and external community partners.
- Identifies documents and reports trends in participant needs to Program Team for program development and updates. Tracks, compiles and provides monthly participant metrics to leadership to assist in program evaluation. May periodically attend evening and weekend workshops, in person and virtual. (15%)
- Functions as a key member of the WE CAN outreach team to develop relationships with referral organizations through in-person and virtual outreach and mutual sharing of information. Updates resource materials (including in office brochures and postings) to ensure that all partner information is up to date for use by volunteers, staff and participants. (10%)
- Participates in staff meetings, program meetings and internal committees regularly and amplifies participant voices where discussion takes place and decisions are made. (5%)
- Other duties as assigned to support WE CAN staff members, volunteers and participants. (5%)

SKILLS and EXPERIENCE

- Associates or Bachelor's degree in human service related field preferred, but not required
- Relatable life experience, or previous experience working with vulnerable populations is highly valued
- Professional, respectful and welcoming demeanor
- Organized and detail-oriented with ability to complete and track tasks
- Excellent interpersonal skills and boundaries
- Flexibility and ability to adapt as technology enhances program delivery
- Familiarity with local Cape community resources and organizations and is creative to engage underserved communities
- Self-motivated, ability to work both independently and effectively in a team environment
- Excellent communication skills: written, oral, and electronic
- Openness to learning new tasks, skills, and procedures and skill in creating systems when needed
- Understanding of WE CAN mission and organizational philosophy and the ability to communicate it to stakeholders
- Commitment to working with women of diverse backgrounds, ages and life situations to support success and independence

HOURS: 40 hours per week; Monday-Friday, including some evening meetings/ programs/events

WE CAN is accepting applications through February 26, 2021. To apply: Please send resume and cover letter to careers@wecancenter.org or mail to Beth Bowman, Assistant Director, WE CAN, 783 Route 28, Harwich Port, MA 02646.