



Wellspring House, Inc.

Program Coordinator – Salem / North Shore

Who We Are

Founded in 1981, Wellspring House Inc. is a leading non-profit organization with programs extending throughout the 20 cities and towns of Massachusetts' North Shore region. Our mission is to inspire families and adults to achieve employment and financial stability through stable housing, education, job training and career readiness.

Reports To: Director of Job Training Initiatives

FLSA Status: Non-exempt, 32 hours per week

Wages: \$28.55 - \$30.05 / hour

Benefits: Generous benefits package includes BCBS medical, Delta Dental, life and disability insurances, 3% matching, SIMPLE IRA, sick days, 3 weeks of paid vacation, and 13 paid holidays

Required Qualifications and Experience

- Bachelor's Degree preferred; some college-level education + relevant experience welcome.
- At least 3-5 years of experience advising, coaching, and/or teaching/training experience with adults from culturally, linguistically, racially and socio-economically diverse backgrounds.
- Proven experience supporting and implementing online learning.
- Skilled in Windows and Microsoft Office Suite, video-conferencing technology, and a variety of internet and cloud-based platforms (Google Suite, Google Classroom etc.) Comfortable learning new database management tools.
- Ability to comply with immunization requirements of Salem Hospital at least 2 weeks before date-of-hire, (COVID-19, influenza, MMR, Varicella and recent TB test).
- Experience working or learning in a healthcare environment highly desired

Skills, Abilities and Competencies

- Superior organizational skills, while also possessing the flexibility, creativity, and empathy needed to motivate others and adapt to individual needs
- A growth mindset and desire to continuously refine and improve practices and approaches
- Excellent written and verbal communication skills with ability to motivate others and present key information in a structured and engaging manner
- Understanding of adult learning theory and trauma-informed practices

- Unwavering commitment to honoring and boosting the confidence, strength and unique power within each person
- A hands-on and learner-centered approach to teaching and advising
- Highly collaborative and communicative, yet able to take initiative and be self-directed
- Deep commitment to justice, diversity, equity and inclusion
- Multilingual candidates highly desired

Essential Duties and Responsibilities

Wellspring is seeking to add a dynamic, person-centered, and resourceful program coordinator to its Job Training Initiatives team. The **Program Coordinator** will play a critical role in guiding the implementation and success of Wellspring's part-time, hybrid HealthCare Office Support Training (known as MediClerk) through program administration, classroom instruction, employer coordination, and student/alumni support.

Launched in 2002, HOST is a highly-successful occupational skills training program run in close partnership with Salem Hospital. HOST is designed to help individuals gain the skills, confidence, and professional networks needed to secure entry-level positions in medical office administration.

In collaboration with the Program Director and department staff, the Program Coordinator will also help to support the expansion of Wellspring's HOST program.

Program Coordination

- Collaborate with program staff on student recruitment, assessment, enrollment, and orientation.
- Serve as primary staff member for students and instructors during evening online & Saturday in-person programming. Monitor student "call-in" line and troubleshoot technical issues. Contribute to classroom & IT maintenance.
- Provide direct support to students enrolled in part-time HOST program through weekly check-in calls, one-on-one advising, study groups, and other techniques to support student persistence.
- With Director and Program Manager, source and manage job shadows, internships, and job placements for part-time students.
- Support planning of annual program graduation
- Ensure that program data and student record information is collected, protected and maintained in accordance with MA Division of Professional Licensure and Wellspring protocols.
- Participate in weekly staff meetings and monthly Wellspring all-staff meetings.

Instruction

- Teach Professional Success and/or Goals classes online and in-person (Saturdays).
- Develop curriculum and lesson plans based on best practices in occupational skill development.

- Collaborate with fellow instructors on project-based assignments and independent portfolios.

Other duties as assigned. Job responsibilities may change as the needs of the organization change.

Location & Schedule

This is currently a hybrid position. The position requires evening (Mon/Wed) and one Saturday a month availability during the academic year.

Wellspring's Job Training Initiatives classrooms and offices are located in Salem, MA at 55 Highland Hall, an administrative building located on the campus of Mass General Brigham Salem Hospital. Occasional meetings and/or participant advising sessions may be held at Wellspring's home office located at 302 Essex Avenue in Gloucester, MA. Wellspring properties are reachable by public transportation. Remote work is conducted via telephone, ZOOM, Google Classroom, Google Meet, and other platforms.

Send Initial Application with cover letter and resume to: jobs@wellspringhouse.org

In the subject line, write your name and the position title. We will contact ONLY those individuals selected to continue in the search process. No phone calls please.

Wellspring is an Equal Opportunity Employer that is committed to creating an inclusive organization. We actively seek a diverse pool of candidates for this position.