



## WI FACETS JOB DESCRIPTION

### PROGRAM & ELECTRONIC COMMUNICATIONS COORDINATOR

**WI FACETS:** Wisconsin Family Assistance Center for Education, Training and Support, Inc. is a nonprofit organization, located in Milwaukee, providing services statewide to children and adults with disabilities, their families and those who support them. WI FACETS is a leading source of information and support for children and youth who have special needs, their families and others in the Midwest.

**MISSION:** The mission of WI FACETS is to provide and broaden opportunities that enhance the quality of life for children and adults with disabilities and their families, with emphasis on support for underserved families in the community.

**HOURS:** 1.0 FTE (Full-time, 40 hours/week; occasional nights or weekends)  
**LOCATION:** 95% WI FACETS' Milwaukee office (Telecommuting Not Available)  
**TRAVEL:** 5%  
**REPORTS TO:** Executive Director, Associate Director, and DPI Grant Coordinator

#### **DESIRED QUALIFICATIONS:**

- Master's Degree in Communications, Marketing, Human Services, or other related field
- Parents/family members of children with disabilities encouraged to apply.
- Individuals with disabilities encouraged to apply.
- Bilingual in English/Spanish
- Demonstrated connections with nonprofits, community service/human service/social service agencies, schools, especially those providing services to children and youth with disabilities and/or underserved populations.
- Demonstrated understanding of Articulate or similar online learning software, Drupal, 508-accessibility compliance.
- Working knowledge of print and video design and production.

#### **REQUIRED QUALIFICATIONS:**

- Bachelor's degree.
- Demonstrated program management skills.
- Demonstrated flexibility and ability to work proactively and simultaneously on a wide range of tasks, take initiative, prioritize, work under pressure, pay attention to detail, and meet deadlines.
- Demonstrated strong written communication skills, including ability to adapt styles of writing to varied audience, including low literacy, and use of "family friendly" language.
- Demonstrated ability to collect required data and provide timely, accurate agency, grant project, and other reports.
- Demonstrated experience with social media platforms (Facebook™, Twitter™, LinkedIn™, Pinterest™, Constant Contact™, Workplace™, Pinterst™, Instagram™, etc.), website content management systems, online surveys, and other technology; strong desire to learn new information and techniques in the field.
- Experience and comfort in initiating contact with media and press about relevant topics,
- Demonstrated strong verbal skills and ability to work collaboratively with others.
- Demonstrated strong professional ethics and the ability to maintain strict confidentiality.
- Demonstrated ability to think creatively.
- Demonstrated experience with internet research & computer skills (Microsoft Office, databases).
- Knowledge of and sensitivity to issues experienced by persons with disabilities.
- Ability to work legally in the U.S.

**POSITION SUMMARY:**

The Program and Electronic Communications Coordinator will provide program, administrative, and communications support for several major grants of WI FACETS. The Region C Parent TA Center Grant provides technical assistance for U.S. Department of Education/Office of Special Education Programs-funded Parent Centers in 16 states (IL, IN, IA, KS, KY, MI, MN, MO, MT, NE, ND, OH, SD, WI, WV, WY) and the WI Department of Public Instruction Family Engagement Grant aims to increase the knowledge and engagement of families of children with disabilities.

**PRIMARY DUTIES & RESPONSIBILITIES:****PROGRAM COORDINATOR - REGION C PARENT TA CENTER GRANT**

The RPTAC Program Coordinator will provide program and administrative support, primarily to the Region C Project Director and Senior TA Specialist, including:

**Program Coordination**

- Monitor, in collaboration with the Project Director the annual work plan to ensure that all activities are scheduled and that all deliverables are meeting timelines.
- Monitor, in collaboration with the Project Director, outcome measures for project activities to ensure desired benchmarks are being achieved.
- Input and monitor project data in Salesforce database to ensure that there is appropriate data for each data point identified in the grant.
- Assist in putting together required annual reports for the project.
- Schedule, attend, provide minutes for grant-related meetings.
- Coordinate the annual needs assessment process.
- Help to coordinate contracts with offsite staff and contractors.
- Provide administrative support and any other duties as may be requested by Project Director and Senior TA Specialist.

**Communication & Technology Coordination**

- Develop and maintain the Region C website, including creating, and updating content.
- Secure content from TA Specialists or other staff, edit, and send “Bite-sized” communications (text messaging) to Directors.
- Secure content from TA Specialist or other staff, edit, and send “Bite-sized” communications (text messaging) to direct service staff.
- Develop and monitor the virtual community for Region C Directors.
- Develop, create content for and monitor project’s social media presence.
- Manage webinar and virtual meeting events, including building events, creating and disseminating PR/promotion of webinars to Parent Centers, facilitating practice sessions, entering registration data into Salesforce, and serving as moderator if requested.
- Set up Survey Monkey for all webinars, send out evaluations, collect evaluation data, compile and enter in Salesforce. Provide summaries to Project Director for needed reports.
- Make available On-Demand learning opportunities (content provided by other staff), track usage and enter into Salesforce.
- Assist with publicizing (or set up if needed) the monthly Region C Project Directors’ meeting, in collaboration with TA Specialist.
- Assist Military Consultant (a contractor) as may be needed to facilitate his/her work to provide specialized content for a “Military Families” website.

## **ELECTRONIC COMMUNICATIONS COORDINATOR – WDPI FAMILY ENGAGEMENT GRANT**

The Electronic Communications Coordinator will provide communications and technology support for all electronic grant activities, working closely and collaboratively with other DPI Grant staff (Project Coordinator, Statewide Multicultural Specialist, Program Assistant, Resource Coordinator), including:

### **Social Media/Marketing Coordination**

- Develop creative strategies to communicate with internal and external audiences using such social media tools, such as Facebook™, Twitter™, LinkedIn™, Pinterest™, Constant Contact™, etc. Research, develop, propose, write, and post new content.
- Meet annual grant social media goals.
- Use metrics to provide written reports (comments, trends, traffic) and enter into Salesforce database.
- Research social media policies and guidelines to establish working framework for technology-based activities.
- Design Constant Contact or other email marketing campaign to market and promote WI FACETS trainings, resources, programs, announcements and other messaging.

### **Website Coordination**

- Develop and maintain the *Serving on Groups* and *WI FACETS*' websites - creating, researching, uploading, updating, and maintaining web content. This includes the *Family Engagement* e-newsletter, training calendars, online modules, literacy videos, and other grant-related resources. (Using Drupal)
- Support electronic communications aspects of Endless Possibilities Conference.
- Develop Articulate (or similar E-Learning Platform) training modules for online learning in collaboration with DPI Grant Coordinator.
- Develop accessibility statement for our websites; monitor and ensure accessibility of web-based content.
- Use metrics to provide written reports (comments, trends, traffic) and enter into Salesforce database.

### **Other Program-related Activities**

- Coordinate production, planning, script development, proofing with DPI Grants Coordinator, Statewide Multicultural Trainer, and production company, to develop videos for families on various topics (i.e. basic literacy concepts – as, phonemic awareness, phonics, fluency, vocabulary development, in-home strategies, home-school communication strategies; and other grant topics as may be needed. Produce at least 1 captioned video annually in English and Spanish.
- Perform research and establish best practices for the use of and application of new media tools such as audio, video, and social media.
- Photograph individuals and events.
- Conduct surveys and in-person interviews with families and others who have benefited from WI FACETS programming.
- Attend DPI Grant staff meetings to coordinate Work Plan & ensure completion of project activities.

### **OTHER AGENCY RESPONSIBILITIES**

- Prepare all required Project reports for review by DPI Grants Coordinator, i.e. mid-year and year-end reports; quarterly board reports.
- Accurate and timely data collection and recording of any required project records and evaluation activities (Google Analytics, Salesforce, Survey Monkey, etc.).
- Attend WI FACETS' staff meetings and prepare updates of grant activities for each meeting.
- Provide additional grants and agency support as assigned.
- Mid-month packet submission. Participate in professional development opportunities.
- Other duties as may be required.

## **COMPENSATION**

Commensurate with experience, education and available grant funds.

## **BENEFITS**

- ◆ Option to participate in a Simple IRA retirement plan with employer contribution for eligible employees.
- ◆ Option to participate in an Aflac Supplemental Insurance plan with employer contribution for eligible employees (group health insurance not provided).

## **REQUIRED PRIOR TO HIRE**

- Reference check. Police background check. Proof of residency.

## **START DATE – Negotiable**

## **APPLICATION DUE – December 12, 2018 or until position is filled.**

Send resume and cover letter:

Email: [csalzer@wifacets.org](mailto:csalzer@wifacets.org)

Or mail to: WI FACETS, Attn: Courtney Salzer

600 W. Virginia Street, Suite 501

Milwaukee, WI 53204

**QUESTIONS** Courtney Salzer ([csalzer@wifacets.org](mailto:csalzer@wifacets.org)) 414- 374-4645 or 877-374-0511

*In accordance with the Americans with Disabilities Act, the above is intended to summarize the essential functions of and requirements for the performance of this job. It is not meant to be an exhaustive list of miscellaneous duties and responsibilities that may be requested in the performance of this job.*

*WI FACETS is an equal opportunity//affirmative action employer committed to having a diverse work force. Members of minority groups and persons with disabilities are strongly urged to apply.*