5119 Beckwith Blvd Suite 102 San Antonio, TX 78249 | www.specialreach.com | 210-784-7478

Job Title

Program Coordinator

Pay Classification: Full-time Exempt - In-person

Reports to: President & CEO

Position Summary

The Program Coordinator is responsible for the overall growth, development, and continuous improvement of Special Reach programs. In addition, oversees the planning, coordination, and execution of our programs and operational support systems. This role ensures programs are well-organized, engaging, inclusive, and aligned with the organization's mission of supporting children and individuals with developmental disabilities and their families.

This position operates within a structured, systems-based environment that emphasizes advance planning, collaboration, operational sustainability, and shared team support. Programs operate within structured seasonal planning cycles designed to support sustainability, consistency, and high-quality program execution.
The Program Coordinator position offers significant opportunities for professional growth and increased responsibility as Special Reach continues to expand its programs, staff, and community impact.

If you are passionate about creating inclusive, meaningful experiences for children and individuals with developmental differences and enjoy working in a collaborative, hands-on environment, we welcome you to become part of the Special Reach team.

Mission

To provide dynamic enrichment programs for children and other individuals with developmental delays and respite for their families.

Salary and Benefits

- Salary range: $50,000 – $55,000, commensurate with experience and expertise.
- Health Insurance (80% paid by employer), dental, and vision (paid 100% by employer
- Retirement is available after 90 day employment at 1% match
- At least nine (9) paid holidays annually.
- Agency-wide year-end closure.
- Average of 96 hours of Paid Time Off (PTO) annually for vacation, personal, or sick time

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Core Responsibilities

- Grow, improve and strengthen Special Reach's programs.
- Ensure program outcomes, enrollment growth, volunteer capacity, process improvement, and long-term planning.
- Lead seasonal pre-planning of programs, activities, themes, crafts, snacks, and schedules.
- Coordinate structured program calendars in advance to support organization, staffing, and sustainability.
- Plan engaging and inclusive experiences designed around social opportunities children may otherwise miss.
- Provide operational leadership and support to ensure programs run smoothly and according to plan.
- Ensure the process of participant applications and enrollment documentation.
- Support outreach efforts to schools, organizations, and community partners to increase participant engagement.
- Maintain organized participant communication and tracking systems.
- Oversee volunteer recruitment, onboarding, scheduling, and communication systems.
- Supervise interns and part-time support staff assigned to volunteer operations and program support.
- Ensure volunteer training, background checks, and onboarding requirements are completed appropriately.
- Coordinate and oversee program staff scheduling.
- Ensure appropriate staff, volunteer, and participant assignments for programs.
- Help identify gaps, improve workflows, and support smooth day-to-day operations.
- Support development of clear workflows and accountability systems that strengthen organizational sustainability.
- Oversee implementation of programs in alignment with grant-funded commitments and deliverables.
- Track program-related outcomes and documentation needed for reporting purposes.

Organizational Structure

- Special Reach utilizes a collaborative operational model that includes part-time staff, interns, volunteers, and program support personnel.

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- The Program Coordinator works within this team-based structure to oversee systems, maintain quality, and support successful program implementation.

Preferred Qualifications

- Bachelor's degree from an accredited university.
- Minimum of 2 years of full-time work experience with children, education, inclusion, disabilities, and/or nonprofit programming preferred.
- Strong organizational and leadership skills.
- Experience coordinating programs, teams, volunteers, or educational activities.
- Ability to manage multiple timelines and operational priorities effectively.
- Strong communication and problem-solving skills.
- Ability to work proactively within structured systems and workflows.
- Must be proficient in Microsoft Office, Google Workspace, Zoom, Canva, etc..
- Must have a valid Texas Driver License with a clean driving record, reliable transportation, auto insurance

Performance Expectations

- The Program Coordinator is expected to:
  - Meet program enrollment targets
  - Ensure adequate volunteer staffing
  - Ensure programs are fully prepared prior to implementation
  - Supervise and hold part-time staff accountable
  - Maintain accurate program records and reporting
  - Ensure assigned workflows are completed on time
  - Identify and resolve operational issues proactively
  - Demonstrates initiative by identifying potential issues early, communicating proactively, and helping solve problems before they impact participants, volunteers, or program operations.

Physical Requirements

- Must be able to perform all required job tasks in a climate-controlled office and outdoors exposed to changing weather conditions.
- Must be able to lift and move up to 30lbs

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Additional Requirements

- Finalists will complete a practical technology skills assessment demonstrating proficiency in **Microsoft 365, Google Workspace, Zoom, Canva, file management, spreadsheets, and professional email communication.**

The above statements are intended to describe the general nature and levels of work to be performed and are not intended to be an exhaustive list of all responsibilities and duties.

Please send cover letter and resume to Emma Rosa at

coordinator@specialreach.org **No phone calls**, email if any questions.