



**Job Title:** HFA Coordinator – HOPE Project  
**Location:** Baltimore, MD  
**Department:** H.O.P.E. Project  
**Reports To:** Director of the H.O.P.E. Project  
**Position Type:** Full-Time  
**Salary Range:** TBD

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### **Job Summary**

The Healthy Families of America Coordinator (HFA) is responsible for managing the day-to-day operations of the Healing Ourselves through Peer Empowerment (H.O.P.E.) Project, ensuring compliance with HFA standards. This role is crucial for maintaining program fidelity and leading efforts toward accreditation. The coordinator will facilitate the smooth delivery of services, support staff development, and enhance program effectiveness through strategic partnerships and community engagement.

### **Key Responsibilities**

#### **Operational Oversight:**

- Manage daily operations and activities of the H.O.P.E. Project to ensure alignment with HFA guidelines and standards.
- Implement and monitor procedures to maintain program fidelity and quality service delivery.
- Coordinate scheduling and logistics for program services, including home visits and group sessions.

#### **Staff Management and Development:**

- Supervise and support program staff and family support workers, ensuring they are well-trained and equipped to meet program expectations.
- Facilitate regular team meetings and provide ongoing professional development opportunities focused on HFA standards and best practices.

#### **Accreditation and Compliance:**

- Lead efforts to achieve and maintain HFA accreditation by ensuring all program components meet required standards.

- Prepare and maintain comprehensive documentation and reports for accreditation reviews and audits.

#### **Quality Improvement:**

- Utilize data and feedback to drive continuous quality improvement, identifying and addressing areas for enhancement in program delivery.
- Implement evaluation methods to measure program outcomes and effectiveness, adjusting strategies as necessary.

#### **Stakeholder Engagement:**

- Build strong relationships with community partners, stakeholders, and families to enhance program reach and impact.
- Represent the HOPE Project in community meetings and events, advocating for the program's mission and services.

#### **Resource Management:**

- Assist in managing program budgets and resources effectively to support program sustainability and growth.
- Identify and pursue opportunities for funding and partnership development to enhance program offerings.

#### **Qualifications**

- Bachelor's degree in social work, public health, human services, or a related field; master's degree preferred.
- At least 3 years of experience in program coordination or management within a social service or family support context.
- Strong understanding of HFA standards and practices, preferably with experience in an HFA-accredited program.
- Excellent leadership, organizational, and communication skills.
- Ability to analyze data and implement program improvements based on findings.
- Experience in staff supervision and professional development.
- Proven ability to build partnerships and work collaboratively with diverse stakeholders.
- Commitment to cultural competence and equity in service provision.

#### **General Requirements**

- A driver's license and a private vehicle are required.
- Successful completion of a background investigation

- Must complete successful background inquiry, which may be required annually, or as requested
- Ability to regularly work in an office environment or remotely perform work as scheduled; prolonged periods sitting at a desk and working on a computer and prolonged standing
- Ability to work in extreme temperatures during agency-sponsored events
- Must be able to lift 10 pounds
- Travel required (25% or less) outside of the commuting area
- Other duties, as assigned The job description is not designed to cover or contain a comprehensive listing of all activities, duties, or responsibilities required of the employee for this job. In addition, duties, obligations, and activities may change with or without notice.

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Submit a resume and cover letter to Human Resources at [gwbranch@robertashouse.org](mailto:gwbranch@robertashouse.org) and H.O.P.E. Program Director [tturner@robertashouse.org](mailto:tturner@robertashouse.org). Roberta's House is an equal opportunity employer regardless of race, national origin, sex, age, disability, veteran status, sexual orientation, gender identity, orientation, or other classification protected under the law.