



Position: Bilingual Program Coordinator

Center location: Benson

Hours: 28-30 hours per week; daytime hours, with evening hours on Tuesdays

Hourly Rate: Commensurate with experience and qualifications

Position Purpose: The Bilingual Program Coordinator provides educational programs, boutique (client material aid) services, and testing intake for English- and Spanish-speaking clients at the EPS Benson office.

Nature and Scope of Accountability: Hired by the Director of Life Services. Reports to the Learning & Development Manager; annual evaluation of job performance/satisfaction by the Learning & Development Programs Manager.

Responsibilities:

1. Instructs weekly parenting classes in Spanish and English; currently on Zoom and in-person post-COVID-19, including preparation of class materials and classroom set up and clean up.
2. Completes required database entry/documentation associated with class attendance.
3. Greets class facilitators and addresses their needs for Tuesday evening classes.
4. Establishes rapport with and utilizes volunteer peer advocates in all classes
5. Prepares boutique for open hours and completes end-of-day tasks.
6. Manages client check-in and checkout processes during open boutique hours.
7. Processes boutique appointments for clients by returning phone calls and identifying care currency earned.
8. Provides orientation to new boutique clients as needed at their first visit.
9. Schedules appointments for Spanish-speaking clients.
10. Provides pregnancy follow-up calls to Spanish-speaking clients.
11. Assists testing advocates and nursing staff as needed with Spanish-speaking clients.
12. Translates necessary client forms, documents for educational programs and other agency documents into Spanish.
13. Creates and maintains positive relationships within the Latino community, promoting EPS' services.

Additional Responsibilities

- Adheres to all EPS policies and procedures.
- Maintains client confidentiality and professional boundaries at all times.

- Performs other duties as assigned by Director of Life Services and Learning & Development Programs Manager.

Staffing/Professional Development

- Attends monthly EPS Staff Meeting.
- Attends monthly meetings for Life Services Staff and Benson Center.
- Meets monthly with Learning & Development Programs Manager for supervision.

Knowledge/Skills/Abilities: Commitment to EPS mission and core values. Ability to become familiar with the agency services. Bilingual, able to fluently read, write and speak both Spanish and English. Ability to problem-solve and perform under high-pressure situations. Ability to manage multiple projects at one time. Proficient in Microsoft Office (Word, Excel, Outlook and Publisher). Computer literacy to include PC and iPad. Excellent verbal communication skills to interact with clients in a professional manner in person, on the phone, or via virtual platforms. Ability to work independently and act team player for projects and daily agency tasks. Willingness to assist with miscellaneous duties as assigned.

Experience/Education: Bachelor's degree; experience in teaching and community-building preferred. Bilingual in English and Spanish required.

Apply: Send your resume and a cover letter to Director of Life Services Monica Mora-Handlos at monicamh@essentialps.org or by mail to Essential Pregnancy Services, 6220 Maple Street, Omaha, NE 68104.