**Job Description**

**Job Title: Coordinator of Social Activities and Outreach**

**Reports To: VP of Programs**

**Department: Rehab**

**FLSA Status: Non-Exempt Location: Ft Lauderdale**

**Prepared By/Date: Approved By/Date:**

**Summary:** Coordinates and leads accessible social activities and events for blind and visually impaired clients, promoting engagement, inclusion, and community. Focuses on improving clients’ social and emotional health and tracks participation.

**Essential Duties and Responsibilities** include the following. Other duties may be assigned.

* Plan and implement activities that are accessible and engaging for clients with varying degrees of vision loss and across different age groups.
* Develop and maintain a calendar of classes and events that reflect clients’ interests and needs.
* Lead group classes and activities in a manner that fosters participation, confidence, and community.
* Report client-related concerns or programmatic issues to the Vice President of Programs in a timely manner.
* Track and monitor client attendance and progress to ensure program effectiveness and engagement, including timely entry of client notes and observations into the organization’s database.
* Organize and coordinate large-scale events such as holiday celebrations, White Cane Day, and Client Appreciation Day.
* Encourage and motivate clients with ideas and support between scheduled classes.
* Regularly assess and monitor client satisfaction through surveys, feedback, or direct engagement.
* Collect data, conduct client assessments, and support program evaluation efforts.
* Coordinate and supervise volunteers to support program activities and events.
* Represent LHOB at community events such as health fairs to promote awareness and understanding of services.
* Deliver presentations to community stakeholders, partners, and organizations to advocate for and educate about LHOB’s mission and programs.
* Provide front desk coverage during receptionist lunch breaks and paid time off (PTO) to ensure continuous client service and phone coverage.

**Qualifications:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

**Education/Experience:**

High School Diploma

Preferred Bachelors Degree

**Certificates and Licenses:**

Preferred: Certification from one of the following

American Council on Exercise (ACE)

National Academy of Sports Medicine (NASM)

International Sports Sciences Association (ISSA)

American College of Sports Medicine (ACSM)

National Strength and Conditioning Association (NSCA)

**Language Ability:**

Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

Bilingual Preferred

**Math Ability:**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

**Reasoning Ability:**

Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving abstract and concrete variables in non-standardized situations.

**Computer Skills:**

To perform this job successfully, an individual should have a working knowledge of Microsoft Word, Excel, and email/Internet software, and know or learn the Lighthouse client database (Apricot).

**Supervisory Responsibilities:**

There is no supervisory role in this position.

**Work Environment:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

**Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee must frequently lift and/or move up to 10 pounds. No specific vision abilities are required by this job. While performing the duties of this job, the employee is regularly required to sit, use hands to finger, handle, or feel, reach with hands and arms and talk or hear and to travel within the Lighthouse facility. The employee is occasionally required to travel off-site to other agencies. The ability to travel between sites to supervise off-site locations is a requirement of the job.

**Competency:**

To perform the job successfully, an individual should demonstrate the following competencies: **Technical Skills** - Strives to continuously build knowledge and skills.

**Customer Service** - Manages difficult or emotional customer situations; Responds promptly to customer needs; Responds to requests for service and assistance.

**Interpersonal** - Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.

**Oral Communication** - Listens and gets clarification; Responds well to questions. Team Work - Balances team and individual responsibilities; Gives and welcomes feedback; Supports everyone's efforts to succeed.

**Written Communication** - Writes clearly and informatively; Able to read and interpret written information.

**Ethics** - Treats people with respect; Works with integrity and ethically.

**Organizational Support** - Follows policies and procedures; Completes administrative tasks correctly and on time.

**Adaptability** - Adapts to changes in the work environment; Able to deal with frequent change, delays, or unexpected events.

**Attendance/Punctuality** - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.

**Dependability** - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.

**Initiative** - Asks for and offers help when needed.

Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently.

**Professionalism** - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.