



JOB DESCRIPTION

Program Support Coordinator

Department: Home Health Aide

Position: Full-time

Time frame: Permanent

Organization Overview:	Home Health Aide (HHA) Program Overview:
Encuentro's mission is to transform New Mexico into a thriving community for all of its residents. We do this by engaging with Latine immigrant families in educational and career development opportunities that build skills for economic and social justice. Encuentro is committed to the belief that quality education should build both individual and community knowledge , and with that knowledge comes individual and community power . Encuentro's collaborative model demonstrates that strategic community partnerships can expand and strengthen the safety net for immigrant families; furthermore, when programs are collectively offered in a culturally relevant, justice-oriented environment, they act as entry points into leadership development and community engagement opportunities, which build social capital and promote social and economic justice.	Demand for elder care services is on the rise as the Baby Boomer generation ages. While paid caregivers represent one of the fastest growing workforces in the country, there is a dearth of trained, culturally and linguistically competent providers nationally and more specifically, in the Albuquerque, New Mexico, Metro area. Encuentro has designed an innovative education and training program that places the experiences and needs of Home Health Aides (HHAs) engaged in the workforce at the center of program development. The program prioritizes comprehensive training and promotes the leadership and economic opportunities of Latine immigrant HHAs, creating an alternative to the low-wage, disempowered, and high-worker-turnover culture that characterizes the for-profit home health industry.

Position Overview:

This role supports core HHA program components and coordinates short-term department initiatives. The Program Support Coordinator plays a key role in carrying out time-sensitive program tasks that are essential for keeping operations running smoothly and for maintaining strong relationships with students, graduates, facilitators, and community members. This position requires a high level of collaboration with other team members and competency in utilizing communication, problem-solving, and technology skills. Working closely with the HHA team, the Program Support Coordinator is integral to achieving department goals and advancing Encuentro's mission of empowering Latine immigrant families through education, leadership, and economic opportunity.

Responsibilities:

In this role, The Program Support Coordinator will assume responsibilities across key program areas identified by the team as needing additional capacity and expertise to achieve program goals. Responsibilities include: 50%

coordinating the HHA entry-level course with the Education Coordinator; 25% supporting the EnCasa Care Connections matching registry with the Economic Opportunities Coordinator; and 25% coordination of the Family Caregiver Initiative and the annual HHA survey with the Program Manager and Program Director. The Program Director supervises this position.

HHA Entry Level Course, in collaboration with the Education Coordinator

- Assist in the administration of recruitment and enrollment processes, and support students so that they can fully participate in the class and successfully graduate.
- Support the purchase of textbooks and compiling student materials
- Assist in the administration of the online platform Google Classroom, uploading and updating course curriculum, checking homework, quizzes, and exams, and assisting students and instructors in using the Google classroom platform.
- Support course facilitators in successful implementation of course sessions by setting up the classroom, projector, student sign in sheet and course materials. For virtual class formats, ensure that technology support is coordinated for students and facilitators.
- Communicate effectively with students and facilitators to ensure that course sessions, including lab sessions, are implemented as planned. Troubleshoot and assist in resolving problems that arise for students or facilitators.
- Support HHA graduation events
- Work closely with the Education Coordinator in all aspects of course implementation.

EnCasa Care Connections (ECCC) matching registry with the the Economic Opportunities Coordinator

- Assume tasks related to communication with clients and matching HHA participants with clients, particularly during the first few weeks of new semesters and during times that the EO coordinator is away from the office.
- Provide follow up and support to new HHA graduate participants in ECCC to understand their experiences in establishing a client base and to motivate them to use tools provided through the HHA program for successful engagement in the field.
- Assist HHA participants in updating their schedule of availability in the ECCC system
- Conduct communication and outreach tasks to social workers and other client referral sources.

Family Caregiver Initiative with the Program Manager

- Provide logistics (space and technology) and participant invitations and reminders for monthly meetings with with Spanish speaking family caregivers.
- Create meeting agendas.
- Coordinate meeting facilitators and compile materials they may need for the meetings.
- Ensure that sign in sheets and meeting notes are completed.

HHA Graduate Contact List and Salesforce Coordination with the Program Director

- Maintain, update, and improve the HHA graduate contact list
- Support the HHA annual survey by ensuring that the HHA graduate contact list is up to date and by creating contact lists for HHA surveyors. After the survey is completed, update the graduate contact list with details provided by surveyors of phone number changes, email addresses, and such.
- Engage in Salesforce training and coordination with the education team senior manager and others to learn Encuentro's new Salesforce data system. Provide data entry and monitoring services in the

Salesforce system to ensure that HHA student and graduate information in the Salesforce system is up to date and accurate. Identify additional uses of Salesforce that can benefit the HHA team, as possible.

Required Skills

- Advanced level Spanish language fluency and intermediate English language fluency
- Professional communication skills
- Flexibility in collaborative work, sharing responsibilities, and supporting and recognizing the contributions of other colleagues.
- Familiarity with Google Workspace Suite products including Google Drive and Google Classroom, WhatsApp & Signal applications, and Microsoft Word and Excel.
- Strong organizational and time management skills, and the ability to multitask.
- Availability to participate in programming and meetings on occasional evenings and weekends.
- Commitment to immigrant rights. Commitment to diversity, respect for different races, ethnicities, identities, genders, sexual orientation, religions, history of arrests, socioeconomic circumstances and experiences of migration.

Preferred Skills

- Graduate of the Home Health Aide entry level course.
- Experience working as a Home Health Aide.
- Experience with Salesforce software.

Compensation and Benefits

This is a full-time position requiring 40 hours per week, with a starting salary of \$43,680. Salary may increase based on experience, qualifications, and demonstrated effectiveness in the role. Encuentro offers a generous benefits package, including: • 80% of Individual Employee Health Premium paid by Encuentro for the Base Plan. • Retirement plan, with employer match contribution. Encuentro also recognizes the value of creating an environment of positive work/life balance, acknowledging that investing in staff's ability to take care of themselves and their families enables them to do their best work, therefore, we offer: • Paid vacation days (3 weeks) annually • 1 earned sick leave hour for every 30 hours worked • Company-paid federal holidays in addition to 2 weeks of winter break, 1 week for spring break, and other days as established in our Academic Calendar in coordination with the local public school schedule.

To Apply

For optimal consideration, please submit your **resume** and a **cover letter in Spanish** detailing your interest in this position and your relevant experience related to the responsibilities and skills outlined above by **November 30, 2025**. Include your last name and "HHA Program Support Coordinator" in the subject line of your email. Attach your resume and cover letter and send them to: info@encuentronm.org.

Important:

Encuentro is an equal opportunity employer. We value a diverse workforce and an inclusive workplace culture. Encuentro will accept and carefully review the applications of all qualified persons regardless of their arrest history, race, ethnicity, religion, sexual orientation, gender identity and expression, age, national origin, civil status, citizenship status, disability, or veteran status.