



Position Title: Support Programs Coordinator

Department: Programs

Reports to: Program Director

Position Status: Part Time, Non-Exempt, Non-Supervisory

Hourly Rate: DOE and **Hours per Week:** 20 hrs.

Part Time Benefits: 24 hours annually of Paid Sick Time Off

Location: Remote, or

Schedule: Flexible

Position Overview:

The Autism Community in Action (TACA) provides education, support, and hope to families affected by autism. Support programs at TACA provide parents with the insights and skills to create plans and action steps for their families.

The Support Programs Coordinator will have the responsibility for delivering support programming at a national scale, through national support programs, alongside volunteer support efforts. Reporting to the Program Director, the Support Programs Coordinator will work on the Support Team at TACA, collaborating with Program teams for Education and Program Design.

Essential Functions:

- Manage data on the reach and results of all support meetings, including national support meetings and local chapter support meetings.
- Execute national support meetings:
 - Follow TACA procedures and processes for support meetings/family meetings.
 - Collaborate with the adult program coordinator, education coordinator, and program design coordinator to plan cohesive support meetings with appropriate moderation.
 - Complete and communicate plans across program and marketing teams and with volunteers.
 - Coordinate details for national support meetings in collaboration with the Design Team.
 - Lead national support meetings with a general reach, including East/West family meetings, newly diagnosed family meetings, and other special meetings.
- Lead newly diagnosed support initiatives including monitoring engagement and coordinating follow up support meetings
 - Recruit and support a volunteer team of newly diagnosed specialists.
- Manage volunteers and engage volunteers to plan, participate in, and staff support meetings.
 - Develop monthly volunteer updates to communicate upcoming support opportunities.
 - Provide support to chapter leaders planning for support meetings in any format.
 - Recruit volunteers to plan and implement local or specialized support meetings.
 - Train volunteers to use technology tools for virtual meetings, as needed.
 - Maintain an up-to-date volunteer roster with details of expertise and interest.
 - Monitor volunteer commitments and contributions.
- Execute support training sessions with TACA Volunteer Leaders
 - Collaborate across program teams for volunteer training and needs for support roles.
 - Facilitate volunteer training experiences, both in-person as well as virtual training modules.

- Prepare training materials and deliverables.
- Manage volunteer incentives and appreciation campaigns.
- Provide support to the TACA Conference Manager for all support coordination:
 - Recruit and communication with conference volunteers.
- Engage in and contribute to annual planning and strategic planning for support programs.

Qualifications and Requirements:

- Extensive knowledge of Autism required, including an understanding of current autism research, and awareness of challenges faced by families on an autism journey.
- Excellent written and verbal communication required, with the demonstrated ability to produce timely and impactful content.
- Experience in recruiting and developing volunteers.
- High level of proficiency with the Microsoft Office Suite, Social Media Platforms and tools for virtual meetings (Microsoft Teams, Zoom, and other virtual meeting software)
- Proficiency in Spanish is a plus but not required.

Key Competencies:

- Possess excellent verbal and written communication skills and competency to answer questions with accurate, clear details and facts.
- Able to plan strategic goals for support, and measure success of initiatives.
- Excellent organizational skills and attention to detail.
- Highly motivated, independent worker who is deadline driven with the ability to multitask.
- Able to lead a community which values Diversity, Equity, and Inclusion.

About The Autism Community in Action (TACA)

The Autism Community in Action (TACA) is a national nonprofit 501(c)(3) organization founded in 2000 by Glen and Lisa Ackerman with the mission to provide education, support and hope to families living with autism. Headquartered in Irvine, CA with staff and volunteers working across the country. TACA offers education and support programs to more than 80,000 families across the United States. TACA has a strong social media presence on Facebook, Instagram, Twitter and YouTube Channel. For more information visit www.tacanow.org.

To apply for this position:

Please email your resume and a cover letter containing your interest in the position and share a meaningful experience you had supporting a family on their autism journey to: dianne.chaves@tacanow.org and heather.nelson@tacanow.org.

TACA is an equal opportunity employer and values diversity. All employment is decided on the basis of qualifications, merit and business need.