Job Description

Title:	**Youth Programming Outreach & Engagement Coordinator**	**Home Location:**	**1325 Sycamore Road - DeKalb**
Position Code:	**Program Manager/Coordinator**	**Department:**	**Youth Programming**
Reports to (title):	**Director of School-Based Programming**	**FLSA Status:**	**Exempt - Salary**
Date Updated:	**9/29/2026**	**Date Approved (HR):**	**9/29/2026**
Does this role directly supervise others?	**☐Yes**	**☒No**	

Purpose

The Youth Programming Outreach & Engagement Coordinator supports the growth, visibility, community engagement, and measurable impact of Family Service Agency's Youth Programming services. This position coordinates outreach efforts for Youth Programming and Community Youth Services (CYS), develops and maintains relationships with schools, community organizations, referral partners, youth, and families, and supports efforts to increase awareness of and participation in available programs and services.

The Coordinator supports Youth Programming communications, marketing, social media, community events, and outreach campaigns and assists with the coordination of Youth Service Provider Meetings and other collaborative community initiatives. The position also supports Summer Camp and other Youth Programming activities as needed.

A key responsibility of this position is supporting program data collection and performance measurement by maintaining outreach, participation, referral, engagement, and outcome metrics. The Coordinator works closely with Youth Programming leadership to organize data and communicate program impact for internal planning, grant reporting, community presentations, board updates, and Performance Quality Improvement (PQI).

This position serves as a visible representative of Family Service Agency's Youth Programming department and helps ensure youth, families, schools, and community partners understand the services available and how to access them. All responsibilities are performed under the supervision of the Director of Youth Programming & Services. The role requires a flexible schedule, including occasional evenings and travel throughout the agency's service area.

Population Served *(select all that apply)*	
☒ Pediatric (2. – 12 yrs.)	☐ Older Adult (≥ 65yrs.)
☒ Adolescent (13 – 18 yrs.)	☐ Nonage Specific Task (N/A)
☒ Adult (19-65 yrs.)	

Essential Duties and Responsibilities (performs other duties as assigned)

Youth Programming Outreach & Community Engagement

- Coordinate and support outreach efforts for Youth Programming programs and services throughout DeKalb County and the agency's service area.
- Develop and maintain positive relationships with schools, youth-serving organizations, community agencies, families, referral partners, and other stakeholders.
- Represent Family Service Agency and Youth Programming at community events, resource fairs, school events, and other outreach opportunities as assigned.

- Develop and distribute program information, outreach materials, and resources to increase awareness of Youth Programming services.
- Identify new outreach opportunities and community partnerships that support program participation, referrals, and access to services.
- Respond to youth programming participants, families, community partners, and potential participants in a timely and professional manner.
- Act as a liaison to community agencies and serve as a resource for information regarding available youth and family services.

Community Youth Services (CYS) Outreach & Referral Development

- Conduct targeted outreach to increase awareness of Community Youth Services (CYS) and how youth, families, schools, and community partners can access or refer to the program.
- Co-facilitate CYS Committees and support as needed.
- Build and maintain relationships with CYS referral sources, including schools, law enforcement, juvenile justice partners, community organizations, and other youth-serving systems.
- Support development and distribution of CYS outreach materials, presentations, and referral information.
- Track CYS outreach activities, referral sources, inquiries, and other information needed to evaluate outreach effectiveness and identify opportunities for growth.

Marketing, Social Media & Communications

- Create, curate, and schedule engaging Youth Programming social media content, including graphics, videos, stories, program highlights, and event information.
- Maintain a Youth Programming content calendar and coordinate timely promotion of programs, services, events, and community initiatives.
- Monitor social media and digital engagement metrics and use data to support improvements in reach and engagement.
- Capture program photos, quotes, success stories, and other content for outreach and storytelling in accordance with agency consent and confidentiality requirements.
- Collaborate with Youth Programming leadership to develop newsletters, flyers, outreach campaigns, presentations, and other communication materials.
- Ensure Youth Programming communications align with FSA's mission, voice, values, branding, and confidentiality expectations.

Youth Service Provider Meetings & Community Partnerships

- Support the coordination of Youth Service Provider Meetings and other Youth Programming community collaboration efforts.
- Maintain provider and partner contact lists and assist with meeting invitations, reminders, agendas, materials, attendance, and follow-up communication.
- Gather agenda items, community updates, and resource information in collaboration with Youth Programming leadership.
- Support efforts to expand participation and strengthen collaboration among local youth-serving providers and community partners.

Program & Summer Camp Support

- Support Summer Camp programming as needed, including outreach, registration support, communications, materials, activities, community engagement, and program data collection.
- Provide support for Youth Programming groups, events, school-based initiatives, special projects, and community activities as assigned.
- Assist with program and agency events or fundraisers as needed.
- Provide direct program support when necessary while maintaining outreach, engagement, communications, and data responsibilities as the primary focus of the position.

Metrics, Data & Program Impact

- Maintain accurate and timely Youth Programming outreach, participation, referral, engagement, and outcome data.
- Track key program metrics, including youth served, outreach contacts, community events, school and community partners, CYS referrals and referral sources, program inquiries, group participation, Youth Service Provider Meeting participation, camp participation, and social media engagement.

- Assist leadership with compiling monthly, quarterly, and annual Youth Programming data and performance summaries.
- Support the development and maintenance of dashboards, tracking tools, and reports that communicate program reach, trends, outcomes, and impact.
- Assist with organizing data and program information needed for grant reports, funding applications, board updates, community presentations, and internal planning.
- Review available data for trends, gaps, and opportunities and communicate relevant findings to Youth Programming leadership.
- Participate in Performance Quality Improvement (PQI) activities and support the development of effective and efficient program processes.

Organizational Standards & General Responsibilities

- Act as a spokesperson for the agency regarding Youth Programming services when directed by the Director of Youth Programming & Services.
- Communicate with collaterals and provide external referrals as appropriate.
- Conduct crisis intervention when appropriate and within the scope of the position.
- Maintain confidentiality and follow all agency policies, procedures, documentation standards, and mandated reporting requirements.
- Seek supervision as appropriate and communicate program needs, barriers, and opportunities to Youth Programming leadership.
- Work cooperatively with Youth Programming staff and agency employees to support high-quality services to youth and families.
- Maintain awareness of Family Service Agency updates through department meetings, All Staff meetings, required trainings, email, and updated policies and procedures.
- Perform other duties as assigned.

Job Requirements		
	Minimum Required	**Preferred**
Education (level of education; specific degree)	• Bachelor's degree in Social Services, Human Services, Communications, Marketing, Public Relations, Education, or a related field	• Bachelor's or Master's degree in a related field
Experience (minimum amount of years; type/field)	• Experience in youth services, community outreach, program coordination, communications, marketing, community engagement, or a related field • Experience working with youth, families, schools, and/or community partners • Experience with data tracking, reporting, social media, or program metrics preferred	
Licenses and Certifications	• Relevant professional training or certification related to youth services, communications, outreach, or community engagement preferred	• Relevant professional training or certification related to youth services, communications, outreach, or community engagement preferred
Skills (technology; communication)	• Ability to communicate effectively, both orally and in writing • Strong relationship-building and community engagement skills	

	• Ability to create professional written and visual communications • Ability to organize and analyze program metrics and maintain accurate tracking systems • Proficiency with social media platforms and common office/productivity technology • Ability to manage multiple priorities, deadlines, events, and community relationships • Ability to maintain confidentiality and abide by HIPAA and agency requirements • Sensitivity to and respect for cultural differences • Ability to work cohesively with team members and community partners • Competent in fulfilling mandated reporter responsibilities	
Special Characteristics (travel; significant physical demands; working conditions)	• Must have a current Drivers license • Must have a working vehicle • Must have active insurance on the vehicle	
Annual Requirements	• Skills verification completed annually as required by department director or supervisor • Meets continuing education requirement as appropriate to education and licensure • Annual training as assigned through Family Service Agency Annual training as assigned through participation of various insurance plans	

Physical Job Descriptions										
Use the key below to determine the avg. amount of time spent in an activity during a typical workday: **R = Rarely (<1%) O = Occasionally (1-33%) F = Frequently (34-66%) C = Continuously (67-100%)**										
	R	**O**	**F**	**C**			**R**	**O**	**F**	**C**
Physical Activities										
Walking	☐	☐	☐	☒		Crawling	☒	☐	☐	☐
Sitting	☐	☐	☐	☒		Squatting	☒	☐	☐	☐

Standing	☐	☐	☐	☒		Reaching	☐	☒	☐	☐
Push/Pull	☐	☒	☐	☐		Reaching above shoulder	☐	☒	☐	☐
Kneeling	☐	☒	☐	☐		Twisting	☐	☒	☐	☐
Bending	☐	☒	☐	☐		Stair Climbing	☐	☐	☒	☐
Driving	☐	☒	☐	☐						
Lifting/Carrying										
Up to 10 pounds	☐	☐	☒	☐		Up to 50 pounds	☒	☐	☐	☐
Up to 25 pounds	☐	☒	☐	☐		Up to 100 pounds	☒	☐	☐	☐
						>100 pounds	☒	☐	☐	☐
Pushing Pulling										
Up to 10 pounds	☐	☐	☒	☐		Up to 50 pounds	☒	☐	☐	☐
Up to 25 pounds	☐	☒	☐	☐		Up to 100 pounds	☒	☐	☐	☐
						>100 pounds	☒	☐	☐	☐
Repetitive Use of Hands										
Simple grasping	☐	☐	☐	☒		Keyboard/use of mouse	☐	☐	☐	☒
Combined wrist/hand functions (unscrewing)	☐	☐	☐	☒		Telephone use	☐	☐	☐	☒
Fine manipulation	☐	☐	☐	☒						
Environmental Condition Exposure										
Extreme cold non-weather	☒	☐	☐	☐		Toxic chemicals	☒	☐	☐	☐
Extreme heat non-weather	☒	☐	☐	☐		Outside weather conditions	☒	☐	☐	☐
Vibration	☒	☐	☐	☐		Fumes/dust/odors	☒	☐	☐	☐
Wet/humid non-weather	☒	☐	☐	☐		Extreme noise levels	☒	☐	☐	☐

Sensory Requirements			
Close vision (clear vision at 20 in or less	☒	Hearing	☒
Distance Vision (clear vision at 20 ft or more	☒	Smell/Taste	☒
Color vision (able to distinguish colors)	☒	Speech (basic communication skills in English)	☒

EMPLOYMENT ACKNOWLEDGEMENT:

I have read and understand this job description and agree to adhere to its requirements. My supervisor has answered any and all of my questions.

_____ _____

SIGNED **DATE**