

Job Description – Program Coordinator

Last Updated: March 2026



Position Title: Program Coordinator Position Type: Permanent Full-time	Reports To: The Leadership Team Supervises: Program Staff, Interns, Volunteers, and/or Students.
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About Synergy

Mission

We empower youth and community groups to build strong connections through relationships, education, leadership, and programs.

Vision

Connected, Engaged, Healthy Communities

Philosophy

Synergy is a non-profit, non-political, and secular organization serving Chestermere, Langdon, and Southeast Rocky View County. We focus on outreach, collaboration, and strong relationships to support community wellness and leadership.

Position Summary

The Program Coordinator reports to and directly assists the Leadership Team and they support the planning, coordination, and delivery of Synergy's youth and community programs.

This role is responsible for organizing program activities, supporting community partnerships, and ensuring programs operate smoothly and safely. The Program Coordinator also provides day-to-day leadership to frontline staff by offering supervision, mentorship, coaching, and ongoing support.

The position plays a vital role in strengthening staff capacity, maintaining quality services, and supporting positive outcomes for youth and families.

Key Responsibilities

Program Coordination and Service Delivery

- Coordinate and or support the daily operations and logistics of youth and community programs
- Support the planning and delivery of recreational, educational, social, and skill-building activities
- Lead and or assist with program events, workshops, and community initiatives
- Ensure programs follow organizational policies and safety standards
- Maintain accurate records, reports, and outcome data
- Support basic administrative and bookkeeping tasks as required

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Staff Supervision and Support

- Provide supervision, mentorship, coaching, and guidance to frontline staff, interns, and volunteers
- Support staff development through regular check-ins, feedback, and problem-solving
- Promote positive workplace culture and teamwork
- Assist with onboarding and training of new staff and volunteers
- Address performance or workplace concerns in collaboration with the Agency Manager

Youth, Family, and Community Support

- Build positive relationships with youth and families
- Connect youth and families with appropriate community services and supports
- Liaise with schools and community partners to support students and families
- Maintain awareness of participant needs and concerns and report to the Agency Manager as required
- Represent Synergy at meetings and community events

Partnerships and Community Engagement

- Develop and maintain strong relationships with partner organizations and stakeholders
- Participate in collaborative planning and community initiatives
- Maintain knowledge of local and regional services and resources

Professional Responsibilities

- Maintain confidentiality and protect all personal and organizational information
- Show Synergy's values of respect, inclusion, collaboration, mentorship, and wellness
- Demonstrate strong interpersonal and intrapersonal skills, including the ability to build positive relationships while maintaining self-awareness, sound judgment, emotional regulation, and professional boundaries
- Be available to work up to two evenings per week and/or one weekend day, as required, to support program delivery and events/initiatives
- Perform other related duties as assigned

Required Education and Experience

Education

- Post-secondary training in Education, Social Work, Psychology, Counselling, or a related field

Certifications and Requirements

- Clear Criminal Record Check with Vulnerable Sector Check
- Clear Child and Youth Intervention Check (Alberta Children's Services)
- Valid Standard First Aid, CPR-C, and AED certification
- Valid Alberta Driver's Licence, acceptable driver's abstract, and reliable vehicle
- Willingness to travel within SE Rocky View County

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Experience

- Minimum two (2) years of experience working with youth and families
- Minimum two (2) years of experience providing guidance, leadership and or supervision to staff and/or volunteers
- Experience in at least five of the following areas:
 - Crisis intervention and suicide prevention
 - Conflict resolution and mediation
 - Clinical counselling
 - Volunteer Coordination
 - Mental health support
 - Trauma-informed practice
 - Group facilitation
 - Working with vulnerable youth and families
 - School-based programming
 - Family support and case coordination
 - Marketing
 - Bookkeeping
 - Event planning and execution
 - Coordinating and collaborating on committees

Knowledge, Skills, and Abilities

- Strong organizational and time-management skills
- Excellent verbal and written communication
- Ability to work independently and as part of a team
- Cultural awareness and sensitivity to diverse backgrounds
- Ability to set appropriate professional boundaries
- Strong problem-solving and decision-making skills
- Ability to manage multiple priorities in a fast-paced environment
- Proficiency in Microsoft Office
- Basic bookkeeping knowledge (QuickBooks experience is an asset)
- Commitment to fairness, respect, and inclusion

Position Term and Compensation

- **Term:** Permanent Full-Time
- **Hours:** 40 hours per week
- **Wage:** Based on experience

Disclaimer

This job description outlines the general responsibilities of the position and is not intended to be a complete list of all duties. Responsibilities may change based on organizational needs.