



**ZAKAT**  
FOUNDATION  
of AMERICA

*The Leader in Empowering Lives Through Zakat*

## **JOB DESCRIPTION**

Job Title:	<b>U.S Programs/Social Services Coordinator</b>
Department:	<b>Programs Department</b>
Reports to:	<b>Program Manager</b>
Location:	<b>HQ Office (Bridgeview, IL.)</b>

The U.S. Programs/Social Services Coordinator will be accountable to the Program Director; and oversees programs within his/her region (s) of focus to ensure program and financial transparency and stewardship of donor funds. The coordinator will regularly communicate with ZFA offices, maintain relationships with partner organizations, follow up the logistics and budgets of ongoing and new programs, collects reports and data from the field, and provide regular updates for the program department, and other stakeholders.

The Social Services Coordinator will involve direct contact with individuals in need of assistance. He/She will work with distribution of zakat to eligible individuals in need. This position involves a high level of Social Work skills where professional judgment and individual decision making are expected qualities in carrying out job assignments.

### **Duties and Responsibilities**

#### **U.S Program**

- Coordinate communication between main office and all program partners, establishing systematic and timely reporting, filing, dissemination of information, and analysis as needed.
- Ensure that periodic reports are regularly completed by program partners establishing strict deadlines
- Assist Manager/Director to streamline reporting procedures
- Ensure financial transparency; collect, maintain records of funds used, receipts, transaction journals.
- Communicate with supervisor, provide program updates, evaluations and confer on program decisions.
- Organize, file, and keep detailed records of all programs on the server in appropriate folders.
- Maintain active program database, Grant Agreements, etc.
- Submit comprehensive reports of proposed annual budgets for regional offices, project proposals, and background for potential new programs to supervisor.
- Participate in the design and write-up of new proposals for funding
- Research and suggest opportunities suitable for ZF program expansion.



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- Recommend actions that would improve operational capacity.
- Recommend new partnerships to supplement program potential.
- As a representative of Zakat Foundation of America, the candidate must assure honest, timely and responsible dealings in all meetings, interactions, travel and any other activity conducted as the Zakat Foundation of America Program Coordinator. Must assure transparency and efficient communication at all times.
- Perform any other duties as assigned by Supervisor and/or Program Director.

### Social Services

- Assess service needs and zakat eligibility of individuals /families;
- Respond to telephone inquiries regarding social services;
- Schedule and conduct interviews with clients;
- Complete application and other related paperwork for processing;
- Ensure clients provide valid documentation to assess zakat applications;
- Undertake & write up assessments of interviews;
- Prepare and maintain accurate records and documentation of all inquiries;
- Recommend and make decisions about the best course of action for client;
- Prepare written reports;
- Link clients to other services and agencies, make referrals as needed;
- Recommend program modifications for continuous improvement;
- Participate in multidisciplinary teams and meetings;
- Work alongside other organizations in the social sector as needed;
- Maintain accurate records; files, database, etc.
- Keep abreast of regulations, and policies in the assigned area of responsibility.
- Serve as liaison for social services to ZFA offices;
- Assure discreet handling of all work, and maintain confidentiality.

*This job description in no way states or implies that these are the only duties to be performed by this employee. He or she will be required to follow any other instructions and to perform any other duties requested by his or her supervisor.*

### Requirements

1. A Bachelor's Degree in a human services, social work or related field.
2. Minimum 3 year of program experience in a non-profit.
3. Ability to develop strong and comprehensive cultural diplomacy and sensibility in dealing with Zakat Foundation of America (ZF) program partners and supporters.
4. Experience in direct administration of programs and budgets.
5. Knowledge of programs and issues in the field of development preferred.
6. Exceptional ability to work independently as well as in a team setting.
7. Proficiency in Microsoft Office Suite, particularly Microsoft Excel
8. Driver's License



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### **Environment**

1. Position requires frequent and regular phone and computer use.
2. Workplace is smoke-free and drug-free environment.
3. Equal opportunity employer

*I have reviewed the attached job description as outlined above and understand that I am responsible for all duties as outlined and other tasks as may be assigned.*

Employee Name: \_\_\_\_\_  
Employee Signature: \_\_\_\_\_  
Date: \_\_\_\_\_  
Supervisor Signature: \_\_\_\_\_  
HR Signature: \_\_\_\_\_