



Syringe Exchange Supply Hub Program Coordinator

Reports To: Executive Director
Estimate Start Date: October 15, 2026
Salary Range: \$57,000 - \$65,000

Position Summary

The SSP Supply Hub Program Coordinator is a full-time position responsible for leading the day-to-day operations of the Illinois Syringe Service Program (SSP) Supply Hub on behalf of Perfectly Flawed Foundation. Funded through the Illinois Department of Public Health (IDPH) this role manages supply procurement, distribution logistics, SSP relationships, data reporting, and grant compliance in alignment with IDPH requirements. The Coordinator serves as the primary point of contact between Perfectly Flawed Foundation, IDPH-authorized SSPs across Illinois, and IDPH.

Key Responsibilities

Distribution & Logistics

- Help to design, implement, monitor, and continuously evaluate a distribution system for providing SSP supplies equitably to IDPH-authorized SSPs statewide.
- Apply the IDPH-developed funding formula to allocate supply funds, adjusting as needed for program growth and changes in supply costs or availability.
- Establish and maintain agreements with licensed waste haulers for sharps waste collection and disposal from SSPs.
- Ensure timely and accurate fulfillment of SSP supply orders.

Supply Hub Operations & Procurement

- Design and oversee a statewide needs assessment of IDPH-authorized SSPs within 90 days of program start to determine supply catalog and demand by county.
- Develop and maintain a catalog of IDPH-approved harm reduction supplies, including hypodermic needles and syringes, sterile gauze, alcohol pads, sharps disposal containers, bandages, and other approved items.
- Establish and manage agreements with pharmaceutical and group-purchasing suppliers for supply procurement and sharps disposal vendors.
- Ensure all supplies meet IDPH approval requirements and applicable state laws and regulations.
- Oversee storage, shipping, and record-keeping procedures for supply inventory.

- Ensure smooth integration of inventory management software system and physical management practices with the systems and platforms used for e-Commerce and accounts payable.

Website & Technology Coordination

- Coordinate with PFF staff and the website contractor to ensure the timely development and launch of a secure, 508-compliant supply ordering website within 90 days of program start.
- Serve as the primary liaison between PFF and the website contractor, communicating IDPH requirements, reviewing progress, and escalating issues as needed.
- Provide general oversight and quality review to ensure the website captures all information necessary to validate SSP eligibility and determine allowed supply quantities per the funding formula.
- Coordinate the posting of instructional guides, FAQs, and other user resources in collaboration with staff and the contractor.
- Ensure the integration of the e-Commerce ordering system and the systems used for inventory management and accounts payable.

SSP Outreach & Program Communication

- Coordinate outreach to all IDPH-authorized SSPs to communicate ordering infrastructure, procedures, and available resources, in collaboration with PFF staff as appropriate.
- Serve as a primary point of contact for SSP inquiries related to supplies, portal access, and sharps disposal, ensuring responses are delivered within 48–72 hours.
- Coordinate and support training opportunities for SSPs, including onboarding newly authorized programs, working with internal staff or external partners to deliver technical assistance as needed.
- Maintain regular, ongoing communication with all participating SSPs and facilitate feedback loops to improve program operations.
- Develop, implement, and monitor systems, procedures, and practices for providing technical assistance in multiple modes and formats to partner organizations in the SSP Supplies Hub distribution system.

Data Collection, Reporting & Grant Compliance

- Collect and maintain data on supply distribution, sharps disposal, and program performance in accordance with IDPH requirements.
- Submit monthly progress reports and monthly reimbursement reports
- Maintain complete and accurate source documentation (invoices, time and attendance records, activity reports, etc.) for all grant expenditures.
- Support internal audits, programmatic risk assessments, and IDPH monitoring activities as needed.

Coordination & Administration

- Serve as the primary organizational contact for IDPH grant management and communications.
- Maintain vendor contracts and sub-grantee or sub-contractor agreements, if applicable.
- Participate in relevant harm reduction coalitions, IDPH convenings, and statewide SSP networks.

- Support the Executive Director with grant renewals, budgeting, and strategic planning related to the SSP Supply Hub.

Required Qualifications

- Experience with supply chain, logistics, procurement, or inventory management, including shipping, receiving, and warehouse or storage operations.
- Demonstrated knowledge of harm reduction principles and practices.
- Strong written and verbal communication skills, including ability to produce professional reports and correspondence.
- Proficiency with web-based systems, databases, and standard office software (Microsoft Office, Google Workspace).
- Ability to manage multiple priorities and deadlines with a high degree of organization and attention to detail.

Preferred Qualifications

- Prior experience in logistics, shipping and receiving, or warehouse/inventory management in a nonprofit or public health context.
- Experience working directly with syringe service programs, harm reduction organizations, or people who use drugs.
- Experience supervising program staff, as the position is supported by a part-time program assistant.
- Familiarity with IDPH grant systems, including EGrAMS.
- Experience managing or launching digital platforms or software systems for e-commerce, inventory management, and accounts payable.
- Knowledge of Illinois state laws and regulations governing SSPs and harm reduction services.
- Lived experience with substance use is valued and welcomed.

Working Conditions

- Office-based or remote. Some travel required for statewide outreach, SSP site visits, and IDPH meetings. If remote, additional travel may include one quarterly visit to the Perfectly Flawed Office in LaSalle. Occasional evening or weekend availability may be required during peak reporting periods or program launch phases.
- Based on a 40-hour work week.

Perfectly Flawed Foundation is an Equal Opportunity Employer. We are committed to creating an inclusive environment and strongly encourage applications from people with lived experience, people of color, and individuals from communities most impacted by the opioid crisis and systemic health inequities.

To apply: Please submit cover letter and resume to jobs@perfectlyflawed.org by September 18, 2026