

## HOPE SERVICES

### **Job Description**

5/07 rev.

**Position:** Program Coordinator

**Classification:** Exempt

**Salary Grade:** 8

**Status:** Non-Bargaining

### **Purpose:**

Provides resources support and training to staff and clients to facilitate agency, program, and consumer goals. Supervision, hiring and training staff, budgeting and contract fulfillment, and assignments to perform or discharge special projects in areas of responsibility. Ensures maintenance of equipment, ordering of supplies, inventory and quality of service.

### **Principle Responsibilities:**

The following responsibilities represent the essential functions of the position. An employee in this classification is responsible for carrying out the following functions:

1. Assures adequate program staffing through scheduling, recruitment, hiring, and orientation of direct service, substitute and volunteer staff as assigned. Provides all aspects of supervision, evaluation, and training of staff.
2. Acts as a resource for rehabilitation, program development, community based employment and activities, acts as a liaison between program services and the community.
3. Provides oversight of daily operations and services including case management, communications, and advocacy, assures quality services are provided in timely manner.
4. Assures timely communications with persons served, families, care providers , funding sources, staff, management and community.
5. Participates in the development and implementation of the Agency planning effort including departmental budgeting, policies and procedures, and the implementation of Agency goals.
6. Oversees accuracy and timeliness of billing, payroll, funding, DOL compliance, inventories, training records, and various internal and external reports.
7. Conducts tours, presentations and client intakes.
8. Assures compliance with all safety regulations.
9. In the absence of a manager, if assigned, may act in that capacity.
10. Provides direct service in program operations as needed to assure adequate staffing ratios.
11. Acts as a mandated abuse reporter.
12. May perform special projects or other duties as assigned to assure the efficiency of the program.

Program Coordinator

Page 2

**Minimum Qualifications:**

Bachelors degree or equivalent plus three years of related experience working with people with disabilities in a rehabilitation environment. For licensed programs, completion and clearance of fingerprints for criminal background checks, TB test, physician's report, First Aid and CPR certification are required.

**Reports To:** Manager

**Supervisory Responsibility:** yes

**Required knowledge, Skills and Abilities:**

1. Proficiency in MS Word, Excel, database and spreadsheet
2. Ability to communicate effectively and provide excellent customer service
3. Ability to facilitate systems and checks to assure delivery of quality service and product to internal and external customers
4. Knowledge of the principles of management, supervision, planning, fiscal management, fair employment practices, regulations, safety, health and client rights
5. Ability to observe, evaluate, document and communicate verbally and in writing
6. Knowledge of rehabilitation and program development

**Environmental Conditions:**

Constant movement around service area, and travel into the community. Time spent sitting, using a computer station, periods of intense concentration, using the telephone, paperwork. Time spent in meetings, travel to various work site locations throughout three counties. Exposure to outdoor weather and environmental conditions.

Positions connected to a production environment are also exposed to times of fast paced activity, loud noise and to dust and airborne particles.