

# Program Coordinator – Independent Service Coordination Team

## **General Duties:**

The Program Coordinator will be responsible for the oversight, supervision and overall coordination of the Independent Service Coordination Team for a multiple county region. The Program Coordinator is responsible for maintaining a caseload and supervising a Case Management Team to monitor the general health, safety and well-being of individuals with disabilities and identifying program eligibility. Through the Case Management Team, monitoring, intervention and technical assistance will be determined to provide appropriate support to individuals, guardians, and providers working through a variety of service issues. This position will be responsible for the oversight and coordination of assigned programs, contracts, and grants in compliance with all relevant State, Federal, and local provisions; participate in the selection, interview, hiring, and orientation process of new employees; builds and maintains collaborative partnerships with community agencies, funders, and referral sources.

## **Specific Duties and Responsibilities:**

- Participation on Developmental Disabilities program management team.
- Ongoing monitoring, reporting and evaluation assigned programs, contracts, and grants.
- Integrating program services and assisting in providing referrals, resources, supports and follow-up.
- Provide leadership to staff by modeling behaviors that are consistent with the agency's vision and mission.
- Develop staff training plans, professional development programs and succession plans to ensure talent is continuing to develop the skills necessary to manage the program. Maintain a continuous improvement philosophy.
- Visit worksites regularly to perform job duties and responsibilities.
- Maintain a caseload and provide services within programmatic requirements.
- Provide Pre-Admission Screening services to clients selected from PUNS and/or in crisis.
- Maintain an awareness of current and emerging local, state, and national issues, evidence-based services models/promising practices and resources related to programs for which the Coordinator is responsible.
- Promote professional working relationship with social service providers, medical providers, housing, public entitlements and other resource providers.



- Inform Program Manager/ Director of significant issues or activities affecting staff and clients.
- Provide assigned staff on the job training and regular supervision to assure effectiveness of the team and successful performance of individual staff members.
- Participate in intra agency and community-based committees/meetings as requested/assigned.
- Maximize coordination and communication among all the Community Services programs and staff.
- Use available technology to increase efficiency, maintain accurate up to date records and accurate up to date reports.
- Maintain up to date work schedule in Outlook calendar.
- Demonstrate openness to constructive feedback about personal work habits, with a focus on continuous improvement of job performance, and growth in terms of professional development.
- Conduct file audits and provides appropriate feedback to staff.
- Assist Program Manager in developing and maintaining appropriate implementation plans, program manuals, and/or procedures to provide quality program services within the limitations of the budget.
- As requested, provide required monthly, quarterly, and annual reports of services to Program Manager.
- Assist Program Manager in preparing grant applications for assigned programs.
- When necessary, participate in investigations of violations of policies and procedures, issue discipline and participate in the grievance process.
- Complete payroll data entry. Monitor and approve staff time, time-off, travel and reimbursement requests.
- Other duties as assigned

## **Required Knowledge, Skills, Characteristics and Abilities:**

- Bachelor's degree in human services or related field.
- Prior supervisory experience preferred.
- Qualified Intellectual Disability Professional (QIDP) credential preferred.
- Skills in supervision, training, and program evaluation.
- Ability to understand the vision, mission, and values of CCRPC and act as a team member of the organization to implement in everyday work.
- Must possess advanced skills in the use of common office software for word processing, spreadsheets and databases.
- Ability to learn the use of web-based systems.
- Ability to prioritize and handle emergency or crisis situations.



- Ability to pass criminal background check.
- Valid driver's license and ability to transport clients and their children, and to visit their homes throughout service area on a daily basis.
- Effective management, interpersonal, oral and written communication skills necessary to relate well to clients and community and to provide supervision to subordinate staff.
- Ability to handle program and client information in a confidential manner and report concerns as mandated.
- Adherence to the principles of EEO and ADA.
- Knowledge and respect for diverse cultures/lifestyles and problems of poverty in the community.
- Knowledge of trauma-informed care principles.
- Ability to react to change productively.
- Ability to complete timely and accurate documentation.
- Ability to function professionally in stressful situations.
- Ability to work individually and as a team member.
- Ability to implement concepts learned from training.
- Ability to set work priorities and organize effectively to meet deadlines.
- Ability to visit client homes and other worksites regularly to perform job duties and responsibilities.
- Must be able to work in a home office, demonstrate, and maintain their home workspace in a safe manner, free from safety hazards.
- Must complete a safety checklist for their home office at least twice per year.
- Ability to work a flexible schedule to accommodate program needs including periodic evenings and weekends.

## Essential Functions:

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Observe staff job performance.
- Travel to meetings, training, service delivery, and other work sites
- Sit/stand at a desk 70% of workweek
- Travel 15% to 20% of workweek
- Lift and carry equipment necessary to complete work, approximately 20 pounds Regularly exposed to outdoor weather conditions.



- Primary work will be conducted in client's homes with many different variables related to pets, cleanliness, air quality, etc.

## Competencies:

- Program Management
- Leadership
- Problem Solving/Analysis
- Project Management
- Communication Proficiency
- Decision Making
- Ethical Conduct
- Time Management
- Proficient in English (spelling, punctuation, grammar)

## Work Environment:

- Primary work environment will be performed in the employee's home and client's homes.
- Office work will be performed in an primarily climate controlled environment with minimal safety/health hazard potential
- Frequent daily travel is required to accomplish home visits
- Frequent near-vision use for reading and computer work
- Evening and weekend availability is required as needs of the program dictate.
- Work may include providing services in unconventional settings. These could include, but are not limited to parks, schools, libraries, while traveling in an automobile

## Disclaimer:

The job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee. The description contains examples of duties and responsibilities that may or may not be considered "essential functions" to a particular job or position within this job class. "Essential functions" are to be determined at the position or job level within each department. Other duties, responsibilities, and activities may change or be assigned at any time with or without notice.