

SYCAMORE SERVICES, INC.
POSITION DESCRIPTION

TITLE: Program Coordinator

DEPARTMENT: Day and Community Services

JOB ANALYSIS CONDUCTED: June 2010

Revised: July 2019

Note: Statements included in this description are the essential functions of this position. Other non-essential functions may be assigned.

Relationship

Reports to: Day and Community Service Coordinator

Supervises: Team Leads; Direct Support Professionals; Community Consultants; Group Facilitators

Other internal contacts: All Staff; Participants

External contacts: BDDS; MW; Case Managers; Residential Providers, Family Members; Other Service Providers; School Systems; Transportation providers

Work environment: Community and Day Program Sites
Distribution dependent upon program needs

Scheduled work hours: Non-Standard Flexible Schedule with no more than 40% of non-billable time

Job Summary

Oversee day-to-day operation of services in assigned areas. Act as a mentor and support to the positions supervised. Provide training, development, and support to all staff to ensure quality of services and successful outcomes for people served through programs. Be responsible for effective utilization of consumer budgets and staff caseload assignments. Maintain records of services provided. Uphold and promote agency's mission statement.

Job Qualifications

- A. High School Diploma or GED required.
- B. Minimum of 3 years' experience working with persons with disabilities required.
- C. Minimum of one year of supervisory experience
- D. Demonstrated ability to teach and supervise others.
- E. Knowledgeable in the development of Individual Service Plans. Must demonstrate sound understanding of Community Integration, and the ability to work effectively within human service systems
- F. Excellent verbal and written communication skills.
- G. Work non-standard/flexible schedule
- H. Valid driver's license and dependable transportation.
- I. Ability to lift a minimum of 35 pounds; upper body leverage strength required.

Essential Functions

A. Staff Management

1. Supervise, mentor, support, assign caseloads, and assess staff performance of direct subordinates, including Community Consultants, Director Support Professionals, Group Facilitators and Team Leads.
2. Assist with hiring and training of staff in conjunction with the Field Training Coordinator and Intake Coordinator.
3. Conduct 90-day performance evaluation on all new employees.
4. Conduct annual performance review of all staff supervised.
5. Coordinate and lead meetings and other staff activities.
6. Assist staff with providing services and staffing/coverage needs as necessary.

B. Program Coordination

1. Coordinate staff assignments and provide individual participant training along with Field Training Coordinator.
2. Ensure quality of programs and services by completing an assessment for all potential new clients.
3. Ensure outcomes for people with disabilities based upon their desires, interests, and personal plans for the future as outlined in the PCISP.
4. Develop program curriculum for both individuals and groups in accordance with PCISP goals.
5. Work in conjunction with Director and Service Coordinator to ensure agency success.

C. Facilitation

1. Ensure that efforts are undertaken to implement each participant's choices.
2. Provide opportunities for inclusion through training, advocacy, social interactions, invitations to participate, behavioral supports, and planned activities.
3. Represent Sycamore Services, Inc. at individual served Annual, Quarterly and as needed meetings.

D. Direct Service

1. Lead group activities and discussions.
2. Maintain a clean, safe working environment. Participate on the safety committee.
3. Assist individuals in emergency drills in accordance with emergency procedures.
4. Aid in personal assistance for participants.

E. Data Management

1. Coordinate all reporting and documentation relating to program as requested.
2. Ensure program consistency with policies, procedures, and regulations.
3. Monitor consumer funding utilization through the use of reports provided by DCR Administrative Assistant.
4. Assist Service Coordinator with completing Quarterly Reports.
5. Monitor Goals and Objectives to enhance individual's independence and assure meaningfulness.
6. Assist with maintaining case records and auditing for accuracy.

E. Assurance

1. Oversee implementation and monitor PCISPs for program participants.
2. Maintain open communication with families, care providers, agency staff and state agencies.
3. Maintain confidentiality concerning all persons served by Sycamore Services.

4. Assess the satisfaction of participants, families and other providers.

F. Sycamore Services Team

1. Promote and uphold the agency mission statement
2. Promote sense of team through mutual respect and assisting co-workers as needed.
3. Other duties as assigned.

Approved

Date