



Job Description

JOB TITLE:	Program Coordinator
DIRECT SUPERVISOR:	Chief Executive Officer
TIME REQUIREMENT:	40 Hours a week
SALARY:	\$46,000

Position Summary

Summary: This position performs guest and program support. The program coordinator will manage tasks such as handing out forms, answering calls, crisis intervention, oversee the intake and exit processes of guest we serve, writing reports, and dealing with queries as well as complaints. Incumbent uses knowledge of the mission, functions, and organizations to perform day-to-day administrative requirements.

Responsibilities

- Coordinating services with other agencies such as social workers or therapists to ensure that guests receive all the assistance they need
- Ensuring that guests' needs for food, shelter, clothing, and other necessities are met
- Coordinating programs and activities for guests, including providing services to youth in house or schools'
- Scheduling and attending meetings with guests and other service providers to discuss guests' needs and progress.
- Coordinating volunteers, fundraising efforts, and other activities that help support programs offered by the agency.
- Identifying unmet needs in the community and developing plans to address those needs.
- Conducting assessments of guests' needs and developing plans to meet those needs
- Acting as a liaison between clients and other community agencies by helping guests apply for public assistance programs, such as Social Security disability or Medicaid
- Provide crisis intervention as needed
- Assist with guest queries and admissions procedures.
- Managing the admissions onboarding and exiting guest of the organization.
- Organizing and inputting information to databases.
- Handling phone calls and emails from prospective guest.
- Answering application and enrollment inquiries from the public.
- Maintaining relevant records and documentation as required by the job.
- Providing input on how to improve processes based on client feedback.
- Performing other work-related duties like project planning.
- Handling phone calls and emails from prospective parents and guest.
- Planning and coordinating with the adult & youth services department team about events

and

- Other duties assigned by the Victim Services Director or CEO.
- **Client Services**
- Treat everyone with respect, dignity, and empathy.
- Keep all client information confidential as directed by the client. OTHER
- Commit to KBFLC's organizational mission, vision, and operating philosophy of Trauma Informed Care.
- Attend program, department, and agency staff and other relevant meetings and trainings as required.
- Regular attendance and punctuality are a requirement of this position.
- A professional and courteous manner and an ability to work harmoniously with other employees, guest and the general public.
- Follow agency personnel and safety procedures.

QUALIFICATIONS AND REQUIREMENTS:

- To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION AND EXPERIENCE:

Bachelor's degree in social work or human services and minimum of 5 years' experience in a similar role/sector.

KNOWLEDGE, SKILLS AND ABILITIES:

- Thorough knowledge of general office practices and procedures; considerable knowledge of office record keeping and reporting practices and procedures; considerable knowledge of efficient utilization of office equipment including personal computer systems; thorough knowledge of business English, grammar, and composition; proficient with the MS Office Software programs including Outlook, Word, Excel and PowerPoint.
- Skill in the operation of office equipment including photocopy machines and personal computers utilizing word processing and spreadsheets. Skill in taking and transcribing oral and written material.
- Ability to interpret program policies and procedures; ability to independently plan, organize and carry out work assignments; ability to analyze and prepare fiscal, financial and statistical records and reports; ability to communicate effectively both orally and in writing; ability to maintain positive business relationships with other employees, agencies and with the public; ability to work with information that is both sensitive and confidential in nature; ability to review the work of others as assigned.

SPECIAL REQUIREMENTS:

- Must pass a criminal history background investigation and fingerprint; however, a conviction of a crime may not necessarily disqualify an individual from this classification.

WORK ENVIRONMENT/ WORKING CONDITIONS/ PHYSICAL DEMANDS

- The work environment and working conditions described here are representative of those that are typical of the job and must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- Usual office working conditions. Typically exposed to office noises and interruptions such as printers, telephones, clients. In the performance of job duties, the employee is frequently required to sit; talk or hear; walk; use hands to grip, handle, and feel objects, or controls; and reach with hands and arms.

KBFLC is an equal opportunity employer.

I certify that I have read and understand the responsibilities assigned to this new position.

Employee Signature: _____

Printed Name: _____

Date: _____