

## **POSITION DESCRIPTION**

Position: Program Coordinator  
Program: Restart PSH  
Reports to: Program Manager

Status: Non-Exempt  
Date Revised: 9/2021

### **POSITION SUMMARY:**

This position is responsible for assisting participants in addressing their social service and health needs to optimize health and well-being. This position assists in the development of case management plans to assist PSH participants in developing a greater degree of self-reliance to maintain housing. The Program Coordinator is responsible for assuring quality service to all clients as well as successfully collaborating with our partner service providers and other community agencies and programs.

### **OBJECTIVES/ACTIVITIES:**

- A. Responsible for performing daily work requirements to achieve established objectives of the program.
  - 1. Assist Case Managers in providing assessments and referrals to substance abuse treatment, mental health treatment, and other treatment options.
  - 2. Assist with an initial and on-going client assessment process and collaborating with community health professionals to complete a client health and wellness assessment that gathers information about client physical, mental, functional and social status.
  - 3. Organize and coordinate on-site self-improvement programs, events and activities.
  - 4. Assist clients to ensure the ongoing delivery and receipt of services and benefits, and serve as the liaison or advocate for clients to secure resources.
  - 5. Engage and motivate clients, including socially isolated individuals, to enroll in health programs and be active participants in improving/maintaining their health and well-being.
  - 6. Assist clients in identifying and accessing needed services and benefits.
  - 7. Provide other documentation as required by funding source and/or Volunteers of America.
  - 8. Perform other reasonably related duties as assigned by the Program Manager.
  - 9. Provide crisis management as needed and mediate conflicts.
  - 10. Assist Case Managers to provide resource information and appropriate case planning to participants.
  
- B. Responsible for developing and nurturing relationships with community partners to ensure the health and well-being of PSH clients.
  - 1. Establish and execute outreach processes to educate clients about wellness and health.
  - 2. Establish informal and formal partnerships with health and supportive service agencies in the community to ensure that the necessary services are available and delivered in a collaborative and efficient manner.
  - 3. Establish and maintain communication channels with medical professionals, community partners to appropriately share information concerning clients and identify ways in which client needs can be efficiently addressed.
  - 4. Maintain positive relationships with clients, medical professionals, community partners and Volunteers of America staff.
  - 5. Support and train staff, volunteers and others, as needed.
  - 6. Ensure the safety of medical professionals, volunteers and others.

7. Participate in agency and outside training sessions.

C. Record keeping and communication.

1. Provide records and services in compliance with agency policies, regulatory and funding source requirements.
2. Responsible for ensuring that all case records, case files and other required record keeping are maintained in a professional, accurate and confidential manner.
3. Maintain daily, clear and thorough communication with the Program Manager on all areas of responsibility listed in this job description.
4. Document and report all client concerns and/or infractions that can affect program security.
5. Secure approval for exceptions to standard policy.
6. Notify management of potential workflow problems and resource needs necessary to attain performance standards.
7. Adhere to staffing schedules in order to provide adequate/safe staffing coverage and to accomplish program objectives.
8. Provide emergency coverage as needed.
9. Perform reasonably related duties as assigned by the Program Manager.
10. Serve as part of the program development team by providing information and support for development of quality operations.

D. Responsible for self-development.

1. Continually learn and enhance technical and interpersonal skills.
2. Attend staff meetings/assigned training seminars and complete required certifications, i.e. CPR, First Aid, etc.

**EQUIVALENT EDUCATION AND EXPERIENCE:**

Bachelor's Degree in Social Work or a related field is preferred. Must have 2 years of experience working with the homeless population. This position requires knowledge and relationships with community collaborating services to connect highly vulnerable clients with resources that address their needs. This position must have knowledge of HIPAA requirements and compliance. This position requires demonstrated ability in record keeping, good written and verbal communication skills, and knowledge of problems unique to women, minorities, persons with disabilities, substance abusers, low income, and the general homeless population. This position requires CPR and First Aid training within ninety (90) days of employment and recertification as necessary and T.B. testing annually. A valid California driver's license, proof of insurance and a clean driving record is required.

**SPECIFIC SKILLS REQUIRED:**

Excellent oral and written communication skills

Ability to assist and motivate other people

Organizational skills

Analytical and decision making ability

Statistical and mathematical skills

Computer Skills

Cultural Competency \*

\*Cultural competence is defined as a set of values, behaviors, attitudes, and practices within a system, organization, program or among individuals, which enables them to work effectively, cross culturally. Further, it refers to the ability to honor and respect the beliefs, language, interpersonal styles and behaviors

of individuals and families receiving services, as well as staff who are providing such services. VOA strives to achieve cultural competence is a dynamic, ongoing, developmental process that requires a long-term commitment. Our focus on cultural competency includes but is not limited to race, ethnicity, sex, gender, sexual orientation, LBGTO, class, age, ability, religion, and language. Bilingual and translation services are available to client when deemed necessary. All staff are trained annually on cultural competency.

**PHYSICAL REQUIREMENTS:**

Lift and move up to 10 pounds  
Stand, walk and sit frequently  
Bend and stoop occasionally

**NATURE OF SUPERVISION RECEIVED:**

Daily activities are performed independently with guidance and direction from the Program Manager. Must be able to work independently toward attainment of operational goals and contract compliance.

**SUPERVISION EXERCISED:**

This position does not supervise, however, may be delegated training and lead responsibilities as the program needs may require.

**RESPONSIBILITIES FOR BUSINESS CONTACTS:**

This position requires daily contact with county/state/city and business entities, clients, and all levels of support staff. The Program Coordinator is responsible for promoting company image and providing advice on company practices and procedures, while establishing and maintaining good working relationships with all clients. Tact, discretion, and resourcefulness are required at all times.

**FINANCIAL RESPONSIBILITY:**

Substantial financial loss through loss of business contracts is possible; thus all expenditures must be approved by the Program Manager.

**This Program Coordinator job description does not constitute a written or implied contract and may be changed as business needs arise.**

Indicate anything that would keep you from meeting the job duties as outlined above.

---

---

---

Employee Signature \_\_\_\_\_ Date Signed \_\_\_\_\_