

## Program Coordinator Job Description

**Position: Program Coordinator**

**Reports to: Program Manager**

**Job Function:** Reporting to the Program Manager, the Program Coordinator is responsible for the administration and day-to-day operations of their program and/or site. Responsibilities include all aspects of the supervision/direction of the rehabilitation team, ensuring compliance with Agency standards and facilitating the development of individuals within a 24-hour Wholistic Model.

### Organizational Competencies

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#### Client Focus

- Builds strong individual relations, delivers individual-centric solutions and identifies opportunities that benefit the individuals in the program.
- Coordinates and facilitates a transdisciplinary team approach and identify additional supports that may be needed for individuals in our care.
- With support from Program Manager, coordinate program intakes to ensure occupancy remains high and individuals are matched with the program that will best meet their needs.
- Ensures that all necessary intake forms are completed, and consents are updated on a yearly basis as per accreditation standards.
- Plan, schedule, and attend annual individual conferences and ensure staff provide timely updates about status of individual goals.
- Monitor all individual programs/activities to ensure balance of opportunities for the individuals.
- Communicate and consult with families and guardians on a regular basis, providing solutions and support to address their concerns and feedback.
- Stay updated on all individual health concerns, ensuring proper procedures are followed by team members and identify when additional consultations need to occur with external health care providers.
- Ensure all recommendations for changes/improvements to dietary issues/therapeutic feeding techniques, etc. are forwarded to the appropriate specialist
- Administer minor health care to individuals according to established Agency procedures
- Review team recommendations for specific equipment/clothing for the protection and health care of the individuals we serve.
- Promote staff/individual health and safety by using proper lifting and moving techniques and equipment

#### Ensures Accountability

- Holds self and others accountable to meet commitments.
- Acts with a clear sense of ownership and takes personal responsibility for decisions, actions and failures.
- Maintains confidentiality, adheres to the Ethical Code of Conduct and monitors program operations to ensure compliance to all policies, procedures, legislation, accreditation and Health and Safety standards.
- Accurately completes all paperwork requirements related to individuals and agency policy, procedures and processes.

- Reviews policies, procedures and agency manuals on an annual basis or as changes occur and ensures team is aware of any updates or changes.
- Responsible for yearly planning of individual budgets as appropriate and monitoring all site/individual funds
- Ensures that all monthly paperwork related to the program, expenses and timesheets are accurate and submitted on-time
- Attend regularly scheduled meetings (i.e., Program Meetings, CAPP, Coordinator Meetings, Supportive Rights Committee, AGM's, etc.) and look for opportunities to be involved in other agency committees.

### **Values Differences**

- Recognizes the value that different perspectives and cultures bring an organization.
- Contributes to a work climate where differences are valued and supported, and people are encouraged to do their best.
- Develops a positive, professional rapport with all staff, students and volunteers.

### **Situational Adaptability**

- Adapts approach and demeanor in real time to match the shifting demands of different situations.
- Picks up on situational cues and adjusts in the moment, recognizing that different situations call for different approaches.
- Readily adapts personal, interpersonal and leadership behavior.
- Participate in on-call rotation and provide meaningful support to staff who access on-call afterhours, ensuring that all necessary protocols and documentation occurs.

## **Position Competencies**

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### **Decision Quality**

- Makes good and timely decisions that keep the organization moving forward.
- Considers all relevant factors and uses appropriate decision-making criteria and principles.
- Makes sense of complex, high quantity and sometimes contradictory information to effectively solve problems.
- Knows when to ask supervisor for support to review issues and identify solutions.

### **Optimizes Work Processes**

- Knows the most effective and efficient process to get things done with a focus on continuous quality improvement.
- Monitor and upholds staff schedules based on allotted hours and adapts to any changes that occur
- Monitors program outcomes to ensure that individuals are receiving exceptional care and the support they need to be successful.
- Ensures that all necessary documentation is received by main office in the agreed upon timelines.
- Implements processes and monitoring to ensure that program sites are maintained, and any issues are addressed.
- Ensures that appropriate record and data keeping procedures for individuals and program are accurate and maintained.

### **Builds Effective Teams**

- Builds strong-identity teams that apply their diverse skills and perspectives to achieve common goals.
- Responsible for the recruiting, training, coaching and supervision of staff, including part time and relief staff as well as program volunteers and practicum students.

- Create a positive environment for the team where they are encouraged, recognized and feel comfortable to address bring up their concerns.
- Provides meaningful feedback to staff through impromptu meetings or supervision that will support their professional growth.
- Chair program team meetings and ensure that staff are kept current on program and agency changes and updates.
- Ensure staff maintain current status in all required certifications/in-services and have the training that they need to be successful in their positions.
- With support from supervisor or Manager of People Services when needed, mediate issues or concerns with individuals. Staff, students and/or volunteers.

### **Communicates Effectively**

- Develops and delivers communications that convey a clear understanding of the unique needs of different audiences.
- Maintain ongoing communication with direct supervisor through regular supervision sessions and timely updates.
- Adapts communication style to meet the individual needs of different groups.
- Ensure relevant and timely exchange of information between all team members and supervisor.
- Provide concise and accurate information in the event of an emergency or critical situation.

### **Instills Trust**

- Gains the confidence and trust of others through integrity, honesty and authenticity.
- Follows through on commitments in agreed upon time limits.
- Is seen as direct, truthful and able to keep confidences.
- Practices what they preach and is a role model for staff, students and volunteers.

**Note: A Coordinator may be required to perform duties stated and not previously stated.**

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### **Position Qualifications**

A Program Coordinator must possess a minimum of 2 years' study in Rehabilitation Studies or a Diploma/Degree in a related discipline. 3-5 years' experience working with persons with disabilities, and a minimum of 3 years' experience in administration and supervision of a 7-20-member team.

A Program Coordinator must be proficient, up-to-date, and flexible in the current areas:

- Maintains and utilizes current Standard First Aid and level C CPR
- Medication Administration certification and med practicum
- Be willing to be an approved URSA designated driver
- Obtains and maintains a Class 5 Drivers License
- Uses proper lifting and moving techniques and available equipment