



## JOB DESCRIPTION

### PROGRAM COORDINATOR

Reports To: Program\_Director

Status: Non-exempt

#### Job Summary:

The Program Coordinator (PC) has the primary responsibility for providing leadership, management, regulatory compliance, supervision, and program plan implementation to an Adult or Child Foster Care program. The PC will provide direct care to clients during scheduled shifts, manage the staff at the facility, coordinate meetings, and establish relationships with the Interdisciplinary Teams, functioning as a liaison between the teams and the agency. The PC is responsible for being available during emergencies.

This position may be full or part time position.

#### Minimum Qualifications:

1. 18 years of age or older (21 years or older for child foster care programs)
2. High school diploma or equivalent, post secondary degree preferred
3. Two years experience serving people in adult foster care services preferred
4. Two years management experience preferred
5. Eligible as determined by the Bureau of Criminal Apprehension and the Department of Human Services
6. Valid driver's license and driving record that meets insurability requirements as defined by the Company's insurance carrier; depending on the site, may need to possess a personal vehicle for use in performing work-related activities, and maintain necessary insurance coverage

#### Essential Demonstrated Skills and Abilities:

1. Demonstrated ability to complete the required documentation
2. Demonstrated ability to read, write, and speak the English language at a level that meets the performance requirements
3. Willingness to carry and respond to a pager
4. Ability to move intermittently throughout the work day
5. Ability to lift persons, if needed
6. Ability to make independent decisions when circumstances warrant such action
7. Willingness to take initiative and adapt to circumstances
8. Willingness and ability to cook meals and do light to moderate housecleaning
9. Ability to develop and maintain professionally appropriate therapeutic relationships with each client and the client's family; ability to maintain positive working relations with staff and other related persons to ensure services are delivered in a smooth and effective manner
10. Ability and willingness to maintain a positive demeanor
11. Ability to effectively communicate with others

12. Willingness to respect the lifestyle choices of others, including but not limited to sexuality, religion, and political affiliation
13. Ability to follow daily routines while allowing for flexibility and planning creative alternatives
14. Ability to effectively operate a calculator, household appliances, smoke alarms, house alarm system, etc.
15. Ability to implement any therapeutic intervention as required
16. Ability to work in a variety of settings and with a variety of level of care needs without direct supervision
17. Possession of sight/ hearing senses, or use of prosthetic devices which enable these senses to function adequately
18. Possess good health and demonstrate emotional stability

Areas of Responsibility:

A. Programming

1. Set up and attend client review meetings as a member of the Interdisciplinary Team and participate in future program planning and development; assist in writing client outcomes
2. As requested, gather summary data for and participate in authoring progress reports
3. As requested, submit input on assigned client progress books for the purposes of updating
4. Manage on-going activities of daily living, encouraging independent living skills whenever possible
5. Understand the purpose of and consistently implement all client programs scheduled during hours worked
6. Accurately and thoroughly document day-to-day client progress on scheduled programs and record all data requested on the appropriate program charts; supervise staff in the completion of daily progress tracking
7. Provide the Director or Designee with feedback on the success and appropriateness of programs being implemented; document this in client program logs; get clarification from the Director or Designee on program implementation when needed
8. Develop and implement client daily schedules as needed
9. Carry out behavior management procedures as outlined in individual behavior plans
10. Obtain a working knowledge of client history, skills, areas of vulnerability, habilitation plans, and emergency procedures
11. Advocate for clients' needs; encourage and provide opportunities for client choice, presenting creative options as needed

B. Health and Safety

1. Ensure that monthly fire drills and semi-annual severe weather drills are completed
2. Report all needed physical plant repairs, following HRS protocol, as soon as possible; ensure that any health or safety concerns are addressed immediately
3. Ensure that clients complete necessary hygiene tasks, and document their participation in their chart
4. Ensure that clients are dressed in clean, presentable, appropriate, and coordinated attire
5. Coordinate the preparation of healthy, well-balanced meals; oversee site grocery shopping; encourage clients to participate in menu planning and cooking to the extent that is appropriate; ensure that all food is handled in accordance with company policy
6. Participate in household cleaning tasks; implement posted cleaning schedules and delegate to staff

7. Handle emergencies as they arise, in accordance with the posted Emergency Procedures
8. Report all incidents or allegations of abuse and neglect in accordance with company policy
9. **Adhere to existing systems to ensure the safety of the individuals being served, including site alarm protocols and client supervision requirements**

C. Medical

1. Complete all Psychotropic Medication Monitoring paperwork as assigned
2. Oversee medication and medical supply/ equipment ordering
3. Log all client medical occurrences (illnesses, injuries, and reports of illness) in the client's medical logs; documentation of an illness or injury must be made at least daily until the condition has resolved
4. Complete and pass the Medication Administration, CPR, and First Aid courses
5. Complete Site-Specific Medication Orientation with new staff
6. Ensure the procedure for medication administration and documentation is clearly understood and implemented in full compliance with physician prescription, established policy, and medication administration programming. Request clarification and retraining from the Director or Designee as needed.
7. Develop and implement charting for identified health care procedures (e.g. weight, blood pressure, blood sugar, nail care, menses, elimination habits)
8. Successfully complete all required site-specific medical equipment training
9. Ensure that all medical and otherwise therapeutic appointments take place on the prescribed timeline; accompany clients to medical appointments as requested; facilitate the appointment as necessary, and follow company policy on documentation of the visit
10. Communicate health concerns to the house nurse in a timely and effective manner
11. Keep all medication and medical records up to date

D. Community Integration and Social Supports

1. Guide clients in interacting positively with friends, peers, family, the community, staff, and other professionals; role-model positive behavior for clients
2. Facilitate client relationships with family and friends as much as possible, per the client's individual plan
3. Assist clients in developing and using effective and varied leisure time management skills
4. Assist clients in selecting, coordinating, and participating in a variety of activities; guide staff in facilitating these
5. Orient clients to available community services (e.g. shopping, restaurants, recreation, transportation) and promote their independent use of these services to the greatest extent possible per their Risk Management Plan
6. Provide transportation for clients as needed to financial institutions, stores, medical offices, jobs, restaurants, and activities
7. Document all activities in the Daily Log

E. Financial

1. Assist clients in financial management as specified in their support plan (including budgeting, purchasing, balancing accounts, maintaining receipts), and promote independence to the degree allowed by their Risk Management Plan/ Specific Release of Information
2. Assist clients as requested in monthly household report forms, MSA Recertification, monthly bill payments, and accessing community resources to file tax returns

3. Maintain accountability for client and household petty cash and checkbooks
  4. Maintain accountability for a household budget account, and stay within budget targets
  5. Ensure that money is made available to staff as needed
  6. Adhere to Company policy regarding the management of client or company funds
  7. Act as a signer on the house account
  8. Process employee expense vouchers
- F. Communication and Teamwork
1. Serve as a liaison between Interdisciplinary team members and the agency
  2. Communicate closely with the Director or Designee regarding employee job performance, complaints or compliments from customers, any concerns with regard to client health, safety, finances, programming, or behavioral changes, licensing concerns, or program finance concerns
  3. Explore and implement avenues for employee appreciation
  4. Read the communication log at the start of each shift and use it to consistently convey information to other staff
  5. Engage in appropriate use of the Emergency pagers. Follow the policy on Reporting Incidents and Accidents, and the guide for “When to use the Emergency Pager”
  6. Display professional and respectful communication to all customers and coworkers
  7. Promote a positive image of Howry Residential Services to others
  8. Serve as a role-model and resource to new staff
  9. Implement communication systems and promote team building
  10. Participate as a team member and offer suggestions, voice concerns, and provide information regarding client programs or other pertinent issues
  11. Comply with company policy on Data Practices
- G. Continued Development
1. Schedule and facilitate monthly staff meetings; offer “make-up” meetings with staff who miss
  2. Attend monthly PC Meetings
  3. Attend all required company training and ensure that site staff complete all required training
  4. Obtain and maintain a working knowledge of program and organizational policies and procedures, and follow these policies and procedures
  5. Identify specific training needs for yourself, your program, or the company, and share these ideas with a supervisor
  6. Expect to receive ongoing feedback and coaching from your supervisor and be receptive to this feedback; if you are unclear as to any of your duties or how to perform them, seek training or assistance from your supervisor
- H. General
1. Create a monthly staff schedule; approve time off requests per supervisor instructions; stay within staffing budget targets with regard to number of hours and amount of overtime
  2. Reconcile timecards each pay period
  3. Participate in staff development, including staff reviews, coaching, discipline, orientation, registering staff for trainings, and tracking ongoing training needs
  4. Keep van maintenance up to date, and maintain a mileage log for all van transportation
  5. Turn in monthly paperwork to the Director or Designee as requested

6. Oversee all site- and client-related documentation
7. Maintain an understanding of licensing regulations for the site and maintain compliance
8. Carry a PC pager (or alternate communication device) during scheduled and non-scheduled work hours
9. Assist with the initial set up of a new program or a program in transition, as assigned
10. Participation in company and community events is encouraged (e.g. internal committees, community awareness events, ARRM Day at the Capitol, conferences, company events)

I. All other duties as assigned by your supervisor

**Every effort is made to make this Job Description as complete as possible, however in no way is it stated or implied that these are the only duties you are required to perform. Other related duties necessary to meet the needs of the organization may be assigned to you.**

Working Conditions:

Each Program Coordinator:

1. Carries and responds to a pager during non-work hours
2. Is subject to flexible hours, including split shifts or varied days and times, including mornings, afternoons, evenings, weekends, and overnights, depending on coverage needs
3. May be required to observe general dress code guidelines
4. May be required to float to an unfamiliar site during a regularly scheduled shift
5. May be cut from the schedule during times of decreased staffing needs, budget changes, or as the result of an internal investigation into Vulnerable Adult or job performance concerns
6. Regularly travels in the community, drives a vehicle and transports clients, and may be asked to use their own vehicle (with paid mileage)
7. Works in a variety of settings, inside and outside of the home and throughout the community
8. Sits, stands, walks, bends, lifts, moves, squats, climbs stairs, reaches above shoulder level, kneels, pushes, or pulls intermittently during working hours
9. Must remain awake and alert during shifts, unless express permission to sleep is granted by a supervisor
10. Administers medications and other medical treatments to clients after training is completed
11. Is subject to interruptions and imposed deadlines
12. Is subject to frequent problem-solving activities
13. Has regular contact with clients, staff, family members, and the general public
14. May be subject to hostile and emotionally upset clients, staff, family members, or the general public
15. May be subject to physically aggressive consumers and may be required to participate in behavioral restraints
16. May be required to perform one- or two-person transfers of a client
17. May be required to assist clients in hygiene and bathroom related cares
18. May be exposed to pets, including but not limited to dogs, cats, rodents, birds, or reptiles
19. Attends and participates in a variety of educational programs designed to increase knowledge and expertise in the field
20. May be exposed to infectious diseases, second hand cigarette smoke, odors, dust, cleaning products, etc. throughout the workday



**Program Coordinator Job Description © 2014 Receipt and Acknowledgment**

I acknowledge and understand that:

- Receipt of and access to the **Program Coordinator Job Description** does not imply nor create a promise of employment, nor an employment contract of any kind, and that my employment is at-will.
- The Job Description provides a general summary of the position in which I am employed, that the contents of this Job Description are job requirements and, at this time, I know of no limitations, which would prevent me from performing these functions with or without accommodation. I further understand that it is my responsibility to inform my supervisor at any time that I am unable to perform these functions.
- Job duties, tasks, work hours, work requirements, and work location may be changed at any time.
- Acceptable job performance includes completion of the job responsibilities as well as compliance with the policies, procedures, rules and regulations of Howry Residential Services.
- I have read and understand the **Program Coordinator Job Description**.

\_\_\_\_\_  
Print Employee Name

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Witness Signature/Job Title

\_\_\_\_\_  
Date

Original to HR File

Cc: Employee