REDWOOD COMMUNITY ACTION AGENCY

Community Services Division / Adult and Family Services Programs

# PROGRAMS Coordinator II

## POSITION PURPOSE

Under the general direction of the Division Director, or their designee; the Coordinator II is responsible for the coordination and implementation of multiple projects or programs within their division and may lend technical assistance to other projects or programs. The Coordinator II may undertake primary implementation responsibility for any number, complexity, and size of projects or programs. The Coordinator II assists with Division strategic planning and interfaces with the Management Team, providing specific division updates, strategies and timelines, as well as an understanding of project or program staffing and resource requirements. The Coordinator II also assists with division operations, management tasks as needed or requested, and has the ability to be self-directed and motivated; detail oriented; excels at working with and assisting other staff with project or program administrative, fiscal or operational tasks. They are the direct Supervisor (including ongoing hiring, training, evaluating, and dissemination of information) to other staff as assigned.

**ESSENTIAL JOB FUNCTIONS**

Specific Tasks:

* Assist the Director in maintaining annual project or program budgets, grant funds and reporting
* Assist with recruitment, training and supervising project or program staff/volunteers; conduct performance evaluations; develop, implement, and document staff trainings
* Assist in preparing invoices for various contracts or funding sources; and maintain fiscal processes supporting the division’s accounts payable and account receivables, as needed
* Assists with the coordination of overall development efforts in the division, including trend analysis, and the accomplishment of goals and objectives as outlined in contracts or grants
* Manages project(s) or program(s) to ensure compliance with all of the contracts and/or grants
* Track data collection from each project/program, monitor progress, and prepare required reports
* Responsible for the inventory, storage and maintenance of inventory, and ordering of program supplies in accordance with RCAA policies
* Develop collaborations with other community and public service organizations for the benefit of the division’s projects or programs and/or its’ clients
* Collaborate on written procedures or other materials to ensure efficient operation of the project or program; prepare, edit, and produce project/program information
* Plans and organizes partnership meetings when necessary and develops working relationships with all partners
* Utilize media and speaking opportunities to promote community awareness and support for all projects and/or programs within their division
* Implement all RCAA policies and procedures as they relate to your position, including: monitoring and troubleshooting issues as they arise with staff, handle disciplinary actions if and when necessary, and make termination recommendations as needed
* Other duties as assigned or needed

**JOB REQUIREMENTS**

Knowledge of and Experience with:

* Networked PC computer systems; including proficient use of Word, Excel, Outlook, and internet
* Non-profit funding sources, strategies, and methods of non-profit management practices
* Grant writing or contract development
* Supervision of staff, volunteers and/or Interns; and provide them with leadership and motivation

Ability To:

* Communicate clearly and efficiently, written and orally; and be competent in English grammar, punctuation, and spelling
* Work independently and as part of a team
* Perform job duties with a high degree of self-direction and with minimum supervision
* Show strong interpersonal skills and the ability to relate to individuals who may not share basic beliefs, including value systems and behavioral norms
* Develop comprehensive assessments and to work within clearly defined objectives
* Work with culturally diverse communities and peoples, and have the ability to be culturally sensitive and appropriate
* Establish and maintain cooperative and effective relationships with agency staff; personnel of other agencies; funding source representatives; the local service population; and with individuals contacted in the course of work
* Communicate with and relate with individuals of various cultures, ethnicity, philosophical views, backgrounds, and income levels
* Manage multiple tasks in an efficient manner
* Establish and maintain personal and programmatic boundaries while providing services
* Travel in or out of County to trainings, seminars or community events related to your work
* Conduct self in a professional, courteous, and cooperative manner at all times; and maintain a professional standard based on RCAA’s Personnel Policies and Procedures Handbook and the Employee Code of Conduct
* Ensure and protect Agency, employee, program and client confidentiality and safety; and follow all protocols and procedures defined by this Agency and/or State and Federal laws to achieve this protection

**OTHER REQUIREMENTS**

* Must be a U.S. citizen or lawful permanent resident, and have the ability to provide proof of identity and employment eligibility in accordance with Federal law
* Must have means and capacity to perform job related duties with personal vehicle, as will be required
* Possession of valid California’s Driver’s License, current auto insurance and acceptable DMV record
* Submit to fingerprinting for criminal record clearance and/or background checks with acceptable results
* Proof of required education (i.e. AA, BA, MSW, etc.)
* Proof of valid First Aid/CPR certification or willingness and ability to be certified (if required)
* As a condition of employment all employees are required to provide proof of having been fully vaccinated for COVID-19
* Must have an effective means of communication at all times; a home or cell phone with the ability to accept voice messages

**ESSENTIAL PHYSICAL ABILITIES**

Employee must be able to provide the following with or without reasonable accommodations:

* Sufficient clarity of speech and hearing or other communication capabilities to enable the employee to communicate effectively
* Sufficient vision or other powers of observation to enable the employee to review a wide variety of materials in electronic or hard copy form
* Sufficient manual dexterity to enable the employee to operate a personal computer, telephone, and other related equipment
* Sufficient personal mobility and physical reflexes to enable the employee to safely lift, move or maneuver whatever may be necessary to successfully perform the duties of their position
* Sufficient personal mobility and physical reflexes to enable the employee to efficiently function in their assigned work environment, including, where applicable, the operation of motorized vehicles and equipment

**NOTE FOR ALL EMPLOYEES**

* This job description should not be construed to imply that these requirements are the exclusive standards for the position. Incumbents may be required to follow instructions and perform other duties as required.
* This position is considered a **“safety-sensitive”** job and will be subject to RCAA’s “Substance/Alcohol Abuse” policy. This policy is included in the Policies and Procedures and a more detailed brochure is available from the Human Resources Department which further outlines the policy.
* RCAA is an **“Essential Business”** that continues to operate during unexpected events, such as: earthquake, natural disaster, or a public health emergency. Thus, employees of RCAA are expected to continue to perform their jobs while observing safety precautions.

**SPECIFIC QUALIFICATIONS & EXPECTATIONS FOR THE CSD PROGRAMS COORDINATOR II** Working in the Community Services Divisions Adult and Family Programs; serving under the direction of the CSD Division Director, or their designee.

**POSITION PURPOSE**

The PACT (Parents and Children in Transition) Programs Coordinator II works with program(s) staff to provide oversight and management of the day-to-day operations, activities, and protocols of the program(s).

They will provide daily support to the occupants and participate in intake or discharge processes, assessments, and coordination of services. The Program Coordinator II will serve as a positive role model and as a direct linkage with the larger community and its service providers.

**ESSENTIAL JOB FUNCTIONS**

Specific Tasks:

* Participates in intake and assessments with occupants, staff and community service providers; and is skilled in Motivational Interviewing techniques and conveying or relaying challenging and at times invasive information
* Builds positive rapport with occupants beginning at the intake and assessment processes, through to discharge; and works to engage occupants through a holistic, mindful, and client-centered approach
* Supports and assists occupants on a regular basis in developing or maintaining the skills required to achieve permanent housing, establish obtainable life goals, increase natural supports and relationships, increase pro-social behaviors, and reduce maladaptive coping skills
* Assists program staff with all duties related to the support and care of the occupants and daily upkeep of the shelters and client dwellings
* Assists Director with day-to-day program operations and maintains safety as a priority for program, staff and occupant’s
* Responsible for maintaining necessary information flow through the program’s Communication Logs, direct staff contact, shift meetings and other day to day interactions as necessary
* May facilitate bi-weekly staff meetings, co-facilitate weekly program community meetings for occupants, participate in weekly program staff meetings and monthly Division meetings and participates in volunteer & staff trainings
* Facilitates therapeutic groups and assists with Life Skills Classes for the occupants residing in the shelters; including physical, social and cultural activities
* Provides on-call support and crisis management to program occupants and staff as needed, and can provide that support either by phone or in-person after hours

**JOB REQUIREMENTS**

Knowledge of and Experience With:

* De-escalation techniques, crisis management, mental health issues and maladaptive behaviors
* Providing direct service to individuals living with moderate to severe mental illness, substance abuse/dependency, poverty, homelessness, social and housing barriers
* Permanent Supportive Housing and Rapid Rehousing models and practice
* Motivational Interviewing techniques and behavioral interventions with target population
* Client and Community Advocacy and applying ‘Best Practice Standards’
* Creating and implementing a daily staffing schedule that adheres to staffing ratios, safety protocols and consistency
* Local community resources and referral processes
* Supervising, directing, and supporting the work of others

Ability To:

* Work positively and collaboratively in a team approach to provide excellent services to the occupants
* Project professionalism at all times and maintains a professional standard regarding Code of Ethics policies

**MINIMUM QUALIFICATIONS**

* BA Degree in Social Work, Sociology, Psychology, or a related field; experience may be substituted for education on a year-for-year basis
* At least two (2) years of recent experience in a supervisory capacity overseeing multiple employees, volunteers or interns; including completing staff evaluations

**PREFERRED QUALIFICATIONS**

* At least three (3) years’ experience working with individual adults and/or families in a residential facility, drop-in center, or social service program serving the homeless, mentally ill or other low-income populations

**EXECUTIVE DIRECTOR DATE**

**HUMAN RESOURCES DIRECTOR DATE**

***AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER***

I have read, understand and agree to perform the job functions as outlined above:

Print Name Signature Date