

Job Description

Job Title: Program Coordinator (HIPPY)
Job Code: PCH
Reports To: Director Community Services
FLSA Status: Exempt
Department: Community Services
Revised: 07/2016

Summary:

This position acts as the coordinator of home visiting staff which provides parents with support, instruction, motivation, inspiration, and guidance for child education in the home. The coordinator oversees the day-to-day operations of the HIPPY program and links the program to the agency, schools, and the community at large. The coordinator may also oversee other complementary programs as assigned.

Key responsibilities include:

- Recruit children/families and home visiting staff.
- Train and supervise home visiting staff.
- Plan and execute parent group meetings.
- Maintain accurate and efficient record-keeping, data collection, and report systems
- Keep a current, updated list of community resources; make referrals for families and staff, as needed.
- Represent HIPPY within the community.
- Monitors and tracks family and educational services as needed.
- Provides coaching, training and support where appropriate to ensure ethnically responsive approaches to problem solving for child and families is implemented.
- Observes and evaluates each home visitor's performance during home visits plus group and staff meetings.
- Establishes a weekly schedule to train staff in the curriculum and child development concepts and terminology.
- Other duties as assigned.

Competency:

To perform the job successfully, an individual should demonstrate the following competencies:

Decision Making/Judgment

Recognizes problems and responds, systematically gathers information, sorts through complex issues, seeks input from others, addresses root cause of issues, makes timely decisions, can make difficult decisions, uses consensus when possible, communicates decisions to others.

Results Focus

Targets and achieves results, sets challenging goals, prioritizes tasks, overcomes obstacles, accepts accountability, sets team standards and responsibilities, provides leadership/motivation.

Dependability

Meets commitments, works independently, accepts accountability, handles change, sets personal standards, stays focused under pressure, meets attendance/punctuality requirements.

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Communication

Communicates well both verbally and in writing, creates accurate and punctual reports, delivers presentations, shares information and ideas with others, has good listening skills.

Adaptability/Flexibility

Adapts to change, is open to new ideas, takes on new responsibilities, handles pressure, and adjusts plans to meet changing needs.

Product Knowledge

Knows and explains product features/benefits, understands/sells the full product line, understands customer's business operations and needs, understands/responds to the competition, applies market knowledge.

Showing Caring and Understanding

Shows empathy toward challenges, concerns and problems faced by others; takes a tolerant and patient approach with people who are struggling with difficult challenges; helps to put people at ease and make them feel more comfortable.

Qualifications:

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.

General Characteristics

Work collaboratively with others in a team environment, respecting and valuing the perspectives and contributions of others.

Computer skills are a must. Coordinator is responsible for training HIPPY Staff on correct use of web-based computer programs. Coordinator will manage several web-based programs to ensure correct data entry from staff. Coordinator must be able to navigate web-based programs to produce necessary reports.

Expertise in early childhood education or experience in field related to job responsibilities such as elementary education, parent/adult education, social work, community development, family literacy, or family support is highly recommended. Coordinator without a background in early childhood education must obtain a level of training to increase their knowledge in this area. It is equally important that coordinators demonstrate knowledge of, and sensitivity to, the needs, culture and interests of enrolled families.

Develop effective working partnerships with religious, educational, and community groups and institutions.

Function effectively in an environment with diverse cultures, multiple perspectives, and competing needs.

Demonstrate a commitment to recognizing residents' knowledge and experience as a valuable resource.

Motivate individuals to actively participate in services.

Accurately identify/assess resident assets and needs in order to connect them effectively to resources and help them set personal goals.

Manage volunteers; effectively facilitate meetings and community gatherings.

Demonstrate a high level of verbal, writing, and listening skills.

Proficient with MS Office (i.e. Microsoft Word, Excel, and Outlook).

Maintain confidentiality and obtain appropriate release of information as necessary.

Able to work with people with mental health, disability, substance abuse, legal, and financial issues.

Daily attendance in the office and/or off-site locations

Drives to various off-site locations.

Education/Experience:

Coordinator has at least a Bachelor's degree, or is actively working on a Bachelor's degree. If degree is not in education or related field, the coordinator has obtained 24 contact hours of training in early childhood development.

Language Ability:

Bilingual (English/Spanish) a plus. Ability to read, analyzes, and interpret common scientific and technical journals, financial reports, and legal documents. Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community. Ability to write speeches and articles for publication that conform to prescribed style and format.

Math Ability:

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability:

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

Computer Skills:

To perform this job successfully, an individual should have knowledge of Microsoft Word Processing software; Microsoft Spreadsheet software; and Yardi Voyager accounting software is preferred.

Certificates and Licenses:

Valid driver’s license and auto insurance.

Supervisory Responsibilities:

Supervision of all HIPPY program staff. May supervise additional program staff as assigned.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

Physical Demands:

The physical demands described here are representative of those that 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.

While performing the duties of this Job, the employee is regularly required to sit; use hands to finger, handle, or feel; and talk or hear. The employee is occasionally required to stand; walk; reach with hands and arms; climb or balance and stoop, kneel, crouch or crawl.

The employee must regularly lift and /or move up to 10 pounds and occasionally lift and/or move up to 25 pounds.

Specific vision abilities required by this job include close vision.

As a prospective, new or current Employee, I have read and understand this ACHA *Job Description*. I understand that I am responsible for adhering to this document, including the sections listed under the areas of Essential Duties & Responsibilities, Competencies, Qualifications, Work Environment and Physical Demands. I will actively promote ACHA, encourage and support its staff, and work in concert with other employees in the organization's best interest.

Signed: _____ Date: _____