

INCA Community Services

Job Description



Title:	Program Coordinator	Reports to:	Program Director
Program:	RAVE (Career Opportunities)	Status:	Full-time, Non-Exempt
Approved:	August, 2018	Wage:	(see Salary Scale)

Benefits: Health, Dental and Life Insurance, Sick and Annual Leave, Funeral Leave, Retirement Program (401k), FMLA, Military Leave, Social Security, Worker's Compensation Insurance and Unemployment Insurance. All paid holidays of the RAVE program.

This position has recurring access to a vulnerable population.

Job Summary: Performs highly responsible administrative duties in the areas of management of the program to include, but not limited to the following: reporting, internal auditing, office procedures, personnel, completing home visits for individuals receiving services and assisting the Program Director in day-to-day operations as needed. The PC will assist the Program Director in overseeing and supervision of direct support staff when needed to ensure that all jobs are being performed and completed in a timely manner and per DDS guidelines. The PC will complete paperwork/documentation and other duties assigned by the Program Director as needed. Salary is commensurate with experience and/or training. Will assist with the day-to-day operations of the program. Caseloads will be based on DDS requirements. Salary is commensurate with experience.

Essential Functions: *The below is intended to describe the general nature and level of work performed by a person in this position. They are not to be construed as an exhaustive list of all duties that may be performed in such a position.*

- Responsible for the supervision of direct support staff assigned by the Program Director to promote achievement of outcomes in the plans of the service recipients and ensure staffing levels meet the requirements of the service recipient's plans.
- Responsible for maintaining accurate, up-to-date information on individual's served, scheduling of testing and appointments when needed to ensure that all individuals are approved for services and maintain their approval.
- Assist in ensuring all direct support staff is trained as specified in the individual's plans and per DDS policy. Will schedule training as needed to remain in compliance and ensure that copies are received in a timely manner for staff training files in the office.
- Will assist the Program Director as an on-call person for the program so that direct support staff has 24 hour per day assistance as well as be available to respond in person if necessary to an emergency situation when needed. On occasion this will be after the normal 8 a.m. – 5 p.m. schedule and/or evenings and weekends.
- Make announced and unannounced home visits for each individual served on the caseload based on DDS policy to ensure basic needs and requirements are being met as outlined in the IP and per DDS policy/contracts.
- Responsible for completing documentations, monthly and/or quarterly reports, etc. for each individual on caseload and submitting each document to the correct person needing the information in a timely manner.

- Responsible for attending each individual's IP meeting as scheduled by the DDS case manager and any other important meeting as needed.
- Assist in hiring, evaluations, terminations, etc. of direct support staff.
- Provide fill-in direct support services to individuals when needed and provide support and assistance to any individual who is experiencing an emotional, behavioral or medical crisis as needed.
- Assist in seeking out funding opportunities to benefit the individuals being served, to meet the goals of the program/agency and to see the program prosper and grow.
- Assist with the preparation for approval, ordering and/or purchases of items needed for the program.
- Assist with the preparation of grant applications, funding packages, proposals, contracts, contract billings and license renewals for the program.

General Duties:

- Attend work punctually and regularly to provide consistency of service.
- Attend upon request all staff and other appropriate meetings, training and conferences some of which may require out-of-town travel and evening/overnight attendance.
- At all times, maintain professional attitude and confidentiality of all records and information.
- Demonstrate commitment to mission, values, and policies in the performance of daily routines.
- Perform other program-related assignments as designated by the supervisor.
- Present a positive image of the agency to members of the community.
- Follow DHS/DDS as well as the agency's policies and procedures to help better understand and work with individuals with developmental disabilities.
- Serve as a good role model for individuals served and direct support staff.
- Treat all individuals with respect and dignity.
- Report all cases of suspected abuse, neglect and/or exploitation of individuals with developmental disabilities.
- Act in a courteous and professional manner with business, agency and community partners.
- Work harmoniously with fellow employees to generate a productive, cohesive work environment.
- Maintain a safe, clean and appropriate working environment.
- Responsible for the approval of staff's time for payroll in a timely manner.

Supervisory Relationships:

Reports to and works under the direct supervision of the Program Director. Will supervise and guide direct support staff as assigned by the Program Director as well as all staff in the absence of the Program Director on an as needed basis. Will also supervise the individuals with developmental disabilities on the PC's assigned caseload.

Knowledge and Skills:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the education, certification, licensing, experience, knowledge, skill and/or ability required.

- Ability to read, interpret and implement program guidelines efficiently and effectively.
- Ability to make routine decisions in accordance with agency and DDS policy.
- Ability to handle highly stressful and sensitive situations in a professional manner.
- Knowledge of automated data processing procedures, systems and computer operations required.
- Knowledge of the internet, e-mail, and web sites required.
- Ability to deal effectively and communicate tactfully with the public.
- Ability to follow oral and written instructions.
- Knowledge and skills in the area of administration and supervision of others.
- Courteous and professional manner with business, agency and community partners.

- Work harmoniously with fellow employees to generate a productive, cohesive work environment.
- Handle professionally some exposure to offensive language, angry individuals and threats.

Qualifications:

Education:

- Graduation from High School or GED equivalent.
- Must have a minimum of four (4) years of any combination of college level education or full-time equivalent experience in serving persons with developmental disabilities or full-time equivalent experience in a supervisory position, unless this requirement is waived in writing by the DDS Director or designee.

Experience:

- Experience in communication and record keeping.
- Willing to participate in training as assigned by the immediate supervisor.
- Must complete all mandatory training as required by DDS policy to work with individuals with developmental disabilities. Additional training is required of at least 20 hours total and at least 12 hours of supervisory training annually.
- Knowledge of DHS/DDS policies and procedures to help better understand and work with individuals with developmental disabilities.

General:

- Must be at least 21 years old.
- Must have reliable transportation with at least liability insurance, a good driving record and a valid Oklahoma driver's license.
- OSBI, MVR, Community Service Registry and Drug/Alcohol Testing clearance required.
- Applicant cannot be listed on the Sex Offender Registry or the Violent Offender Registry.
- Character references are required.
- Good role model for others.

Physical Requirements: Employee must be able to:

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.

- Must be able to perform the essential functions of the job.
- Stand, walk, bend over, kneel, stretch, grasp, reach overhead, stoop, twist, push, pull, move, lift and/or carry 0 - 60 pounds to waist height if needed.
- Sit for extended periods of time.
- Operate a motor vehicle.
- Hear and understand speech at normal levels and on the telephone with or without hearing aids.
- Speak so that others may understand at normal levels and on the telephone.
- Enter data into a computer terminal, operate mainframe/personal computers, operate standard office equipment and dial a telephone.
- See and read a computer terminal and printed matter with or without vision aids.
- Frequent keyboard use.

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Acknowledgment: I acknowledge receipt and understand the contents of this job description.

Developmental Disabilities Behavior Acknowledgment

Acknowledgment: I have been made aware that people with developmental disabilities are capable of unpredictable as well as inappropriate behavior. I agree that I am voluntarily accepting such risk of being

exposed to such inappropriate and/or harassing type behaviors and/or physically harmed by the individual and will report and discuss such behaviors with the Program Director immediately.

**Signature of
Employee:**

Date:

