



Job Title:	Program Coordinator	Reports to:	Program Director
Department/Group:	Community Residential Setting	Location:	Residential Group Home
Status:	Non-Exempt	Position Type:	Full-time
HR Contact:	Lyss Schell	Date Prepared:	02/06/2020

Job Description

The Program Coordinator is responsible for supervising the daily operation and all related activities of the community residential setting program (Group Home). This position develops and utilizes systems to ensure persons with disabilities (referred to as "individuals" for the remainder of this document) progress on an individualized program while coaching and mentoring to the greatest level of independence and self-determination.

Essential Duties and Responsibilities:

Leadership

- Model the agency mission, vision, and values in all interactions.
- Support the Direct Support Professionals, review staff assignments, coordinate individuals' activities, and resolve work-related issues.
- Work with Development Director and Events Coordinator to promote marketing and support of agency events and mission. Support individual's participation in agency-wide fundraising and promotional activities.
- Work cooperatively with the Training Coordinator to ensure compliance with required training hours and topics for Direct Support Professionals.
- Attend and participate in in-service trainings as required.

Staff Supervision

- Participate in the recruitment and hiring processes and disciplinary and termination processes as outlined in agency policies and procedures.
- Instruct, mentor, and assist staff in coaching individuals in their daily living activities with a goal of enabling them to live as independently as possible in the community.
- Supervise Direct Support Professionals in all aspects of their job performance including coaching, conducting performance reviews, monitoring the completion of their responsibilities, and assisting them in resolving programming and interpersonal issues.
- Ensure staff competency requirements are met, including for staff orientation and training.
- Ensure policies, procedures, and safety guidelines for the program is adhered to and understood by Direct Support Professionals.
- Take a lead role in planning, scheduling, and facilitating meetings.
- Promote person-centered thinking and planning in all aspects of the Direct Support Professional's actions and decision making.
- Provide direct care, maintain on-call duties, and trouble-shoot coverage needs as they arise.

Program Oversight

- Fulfill the requirements of the Designated Coordinator as defined by the state licensing standards.
- Design, implement, and monitor programs to meet individual's person-centered planning goals.
- Maintain a current understanding of licensing requirements to exceed compliance.
- Demonstrate and support agency focus of person-centered supports.
- Work with Interdisciplinary Teams/Quality Circle members in the development of individual goals and the coordinated service and support plan addendum to meet individual's person-centered outcomes.



- Support individuals to communicate their person-centered goals in ways that are meaningful to the individual, promoting self-determination.
- Monitor individual's program plans and progress notes and observe individual and group training sessions for quality assurance purposes and identify staff development needs.
- Monitor individual's checking account and cash to ensure appropriate and responsible use as requested by the Interdisciplinary Team.
- Serve as front-line advocate for individual's interests, needs, and community engagement.
- Resolve issues concerning school, work, or day program providers in a timely manner.
- Participate in the investigation of Accident/Incident, Vulnerable Adults, Abuse, and Neglect issues and take appropriate actions following procedures set forth by the agency.
- Attend individual's appointments, as necessary. Work collaboratively with the nursing department to meet the health and safety needs of individuals.
- Assess the results of satisfaction surveys to develop, document, and implement the program's ongoing program improvement activities.
- Assure compliance with any state required quality improvement projects.
- Foster the ability to live independently, while assisting individuals and staff with household tasks such as cooking, cleaning, finances, purchases, supplies, and shopping.
- Assist with admission/discharge/present placement evaluation.
- Provide transportation for individual's supported, following all safe transportation policies.
- Administer medication and medical treatment, as necessary. Oversee, along with nursing department, safe administration of medication and treatment.

Communication and Reporting

- Participate in meetings with service providers, interdisciplinary teams, professionals, families, and other agencies to discuss concerns about individuals' needs, service coordination, and program development.
- Assure communication with Interdisciplinary Team/Quality Circle Members is maintained based on the person-centered Plan.
- Maintain records and prepare correspondence utilizing electronic and conventional methods of record keeping, in accordance to 245D and other state and/or federal requirements.
- Maintain contact with parents or guardians of individuals, report on progress, solicit input, and answer inquiries. Support Direct Support Professionals in developing positive relationships with other members of the interdisciplinary team.
- Communicate and ensure understanding of policies and information to Direct Support Professionals.
- Consult with the Program Director regarding the general functioning of the program to include individual's needs, individual/house accounts, house maintenance, purchases, in-service topics, staff vacancies/coverage needs, staff performance, long range concerns, and special program needs.
- Attend and participate in meetings such as staff meetings, person-centered planning meetings, supervisor meetings, in-services, workshops, and relay pertinent information to Direct Support Professionals.
- Communicate short- and long-range goals to Direct Support Professionals that support the agency's strategic direction.
- Be the primary contact during individual crisis and assist with crisis plan.

Organizational Support:

Adheres to the organization's policies and procedures.

Actively supports organization's mission, vision, and values.

Benefits organization through outside activities.



Supports affirmative action, respects diversity, and promote belonging.
Demonstrates consideration and respect for the rights, feelings, and individuality of all people.

Other duties as assigned

Minimum Qualifications

To perform this job successfully, staff must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Experience and Educational Requirements:

Associate degree (A.A./A.S.) or equivalent from two-year college or technical school and two years' experience in the field of developmental disabilities, or any equivalent combination of training and experience which provides the required knowledge, skills, and abilities as outlined in 245D Licensing Standards.

Two years of leadership and supervisory experience preferred.

Professional development in curriculum content or other education area desired.

Other Requirements

Must successfully pass the criminal background check.

Must be willing to provide direct care supports for both males and females.

Must be willing to work weekends and flexible hours.

Must be willing to work on-call shifts.

Must pass a Bear Creek Services medication administration course.

Licensing and Certifications:

Valid Minnesota driver's license and proof of current automobile insurance.

Current CPR certification.

Preferred Skills:

- Knowledge of basic computer functions.
- Knowledge of safe driving techniques.
- Ability to provide instructions in all areas of daily living skills to ensure individual's served independence.
- Knowledge of disabilities, including, but not limited to developmental, physical, mental health, and brain injury.
- Skill in establishing and maintaining effective working relationships with individuals served, families, and staff.
- Sensitivity in dealing with individuals served, their families or guardians.
- Ability to work collaboratively and support efforts of team members.
- Ability to work with individuals with disabilities.
- Ability to understand English and follow oral and written instructions proficiently.
- Ability to communicate clearly with individuals served, families, and staff.
- Ability to manage time effectively.
- Ability to manage work with flexible schedules.



- Ability to maintain confidential information.
- Excellent sensory skills to include hearing, vision, and speech.

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 frequently required to bend, stoop, squat, push, pull, and reach above and below shoulder level. The employee is frequently required to stand and walk. The employee is occasionally required to kneel, climb ladders, walk on uneven ground, or crawl. The employee must regularly lift and /or move up to 50 pounds.

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.

While performing the duties of this job, the employee will occasionally be working with cleaning solutions, batteries, and refueling vehicles. The employee is occasionally exposed to outside weather conditions. The noise level in the work environment is usually moderate.

Reviewed By:	Lyss Schell	Date:	10/13/2020
Approved By:	Linda Driessen	Date:	10/13/2020
Last Updated By:	Lyss Schell	Date:	06/17/2022



Acknowledgement			
<p>I acknowledge that I have received a copy of Program Coordinator job description. I also acknowledge that I have read and completely understand all my job duties and responsibilities and that I am able to perform all the essential duties with or without accommodation. I understand that my job duties and responsibilities are subject to change depending on the needs of the organization. If there are job duties I am asked to perform that are not listed on this description, it is my responsibility to discuss them with my supervisor if I have any concerns.</p> <p>I acknowledge that I was given an opportunity to ask questions I may have about this job description prior to signing it.</p>			
Employee Name (print):			
Employee Signature:			Date: