

**CLASSIFICATION GRID:** 9 NEW GRID 30  
(As of April 1, 2019)

**BENCHMARK TITLE:** PROGRAM COORDINATOR 1

**BENCHMARK NUMBER:** 82900

**JOB FAMILY:** CLIENT SERVICES

### SCOPE AND LEVEL DEFINITION

Implements and oversees the day-to-day operation of a program(s) such as hospice, wellness, and meals-on-wheels by taking required action to meet pre-established goals and objectives. May supervise staff.

### TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Implements programs such as hospice, wellness, and meals-on-wheels to meet pre-established goals and objectives, including determining methods of operating the program.
2. Oversees program volunteers by performing duties such as orienting, training, scheduling, monitoring, and providing feedback and support.
3. Performs public relations and promotion activities such as preparing public relations material and advertisements, liaising with community groups, and arranging media coverage of events.
4. Consults with community groups and health care professionals to identify trends, needs, and priority health issues. Maintains contact with community groups and volunteer organizations to promote interest, participation, and support for the program.
5. Provides input regarding policies, procedures, goals, and evaluation of the program.
6. Assists in the preparation of the program budget, monitors expenditures, and assists with required financial documentation.
7. Supervises staff by performing duties such as assigning work, providing feedback and evaluation, determining training requirements, orienting new staff, and maintaining timekeeping and attendance records. Resolves staffing problems, including calling in staff to ensure appropriate staffing levels.
8. Performs other related duties as assigned.

### QUALIFICATIONS

#### Typical Education, Training, and Experience

- Diploma in Community Social Service
- Recent, related experience of two years  
Or an equivalent combination of education, training, and experience  
Or other Qualifications determined to be reasonable and relevant to the level of work

**Typical Skills and Abilities**

- Ability to communicate effectively, both verbally and in writing
- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to operate related equipment
- Ability to plan, organize, and prioritize
- Ability to establish and maintain rapport with clients
- Ability to supervise
- Ability to analyze and resolve problems
- Leadership skills
- Knowledge of HIV and STDs and their impact on the community