



Program Coordinator (Pima County) Job Description

Echoing Hope Ranch (EHR) is searching for the newest member of our team! Join an agency that is dedicated to providing Growth, Discovery & Lifelong Learning to individuals with autism and other developmental disabilities. The Program Coordinator will help us keep growing, and enable us to expand our services to more people in need.

Introduction

The Program Coordinator will serve as part of Echoing Hope Ranch's Leadership Team, working directly for the Program Manager. The Program Coordinator is responsible for helping Echoing Hope Ranch strengthen and expand our programs and services in the Greater Tucson Area.

About Us

Echoing Hope Ranch's mission is growth, discovery and lifelong learning in safe and respectful homes and communities for individuals with autism and other developmental disabilities. The guiding philosophy of Echoing Hope is to acknowledge each person as a dynamic human being and to help these people build as full and satisfying life as possible. Each individual with autism has a unique set of skills and strengths. Identifying these strengths, developing them and putting them to good use creates a greater quality of life for these individuals — whether that is the pride and comfort of taking care of and living in a comfortable home, participating in a social environment, or contributing through volunteering or working in their community.

The Details

Job Type:

Full-time

Benefits

- Salary: Commensurate with experience
- Paid time Off: 80 hours per year (with future increases)
- Paid Sick Leave: 1 hour earned for every 30 hours worked
- Paid Holidays: New Years, Independence Day, Labor Day, Thanksgiving, Christmas
- Other: Opportunity to travel to conferences, personal and professional development

Are you organized and detail-oriented? Are you passionate about improving the quality of life for individuals with autism and other developmental disabilities? The Program Coordinator will oversee our programs in the Greater Tucson Area that works with individuals and their families in a way that meets each unique individual's needs. This position oversees and ensures quality service is provided to individuals and their families in all of our programs by implementing Service Agreements, treatment plans, behavioral interventions, medical regimens, and fiscal accountability. This is also a role that provides supervision to assigned department members.

Program Coordinator will determine the needs in the community, help develop existing programs, and work toward implementing new programming that meet the needs of the community. They will also maintain confidential records of all program participants, and ensure all necessary data and documents are provided in a timely manner to the billing department.

Program Coordinator will also hire, train, supervise, guide, and schedule work assignments of all EHR Greater Tucson Area locations. With the guidance of the COO and the Program Manager, establishes and maintains operating procedures to remain in compliance with several state and local entities. This includes

adhering to EHR policies and procedures regarding all of our programs and their operations. As part of this process, they will also be required to attend (or supervise the person attending) regular support meetings for all EHR participants.

Program Coordinator will cover services for all individuals we serve in the Pima County area. Will be responsible for ensuring that all call-ins are covered, and that any GAP in service is recorded in a timely manner (when we are scheduled to provide a service that we don't actually provide).

S/he will also need to be willing to travel to all EHR Greater Tucson Area locations to provide direct supervision to staff and be willing to develop new sites throughout the area. Occasional travel will also be required to EHR's main location in Hereford, AZ.

General Job Requirements

All employees of EHR are required to follow all agency policy and procedures and comply with all required initial and ongoing training requirements. In addition, all employees are expected to follow the code of conduct, mission vision and values of EHR, as well as meet the basic expectations of the job that include the following:

- Has the ability to work effectively with others.
- Behaves in a professional and ethical manner that is open and honest.
- Provide excellent customer service, through positive and friendly interactions, to co-workers and individuals who receive services.
- Is flexible and open to change.
- Respond to issues and concerns from stakeholders and co-workers quickly and proactively.
- Provides constructive feedback and suggestions to improve the quality of services and operations at EHR.
- Behaves in a manner that is caring and supportive of individuals receiving services and co-workers.
- Does what it takes to support the individual in the best way possible.
- Adheres to the principles of Person-Centered Thinking.
- Embraces the EHR core values.
- Leads effectively using the principles of Servant and Participatory Leadership.

Essential Job Functions

To perform this job successfully, an individual must be able to satisfactorily perform each essential function listed below:

Staff Management: Oversees implementation of human resource practices including recruitment, retention, training, scheduling, processing, record keeping, and management of program employees;

1. Recruitment & Hiring:

- a. Participates in the recruitment and interviewing of all staff;
- b. Hires direct support professionals in consultation with the Program Manager

2. Meetings & Training:

- a. Organizes and implements on-site orientation and training for assigned programs; and monitors training compliance and documentation;
- b. Conducts monthly (regional) staff meetings; attends weekly management team meetings (virtually in most cases).

3. Employee Scheduling:

- a. Designs and monitors schedules to assure that all shifts are covered;
- b. Monitors and minimizes overtime.

4. Performance Evaluation:

- a. Conducts annual performance evaluations for direct reports in consultation with the Program Manager;
- b. Reviews and approves annual Direct Support Professional and other staff member's performance evaluations.

5. Coaching and Discipline:

- a. Coaches employees, correcting or directing employee behavior where required;

- b. Ensuring that any issues are put into writing, after the first verbal warning, and any “points” the staff have earned have been properly accounted for and documented;
- c. May recommend and participate in decisions regarding discipline and termination in consultation with the Program Manager and Human Resources.

Program Management: Manages the implementation of program planning; monitors delivery of services and supports; ensures services are consistent, engaging and relevant to the individuals served.

1. Program Planning:
 - a. Attends or oversees the person who attends regular planning meetings;
 - b. Trains and assists appropriate staff members with implementation of plans across all shifts.
2. Records:
 - a. Periodically audits individual records and other program documentation for accuracy and completion.
3. Program Team Meetings:
 - a. Conducts progress meetings and (quarterly, annual and/or other) reviews as appropriate or determined by the interdisciplinary team;
 - b. Provides and approves written and progress reviews.
4. Compliance:
 - a. Assists Program manager with licensing compliance for program services and supports;
 - b. Ensures timely and accurate program documentation;
 - c. Assists Program Manager with audits in coordination with state agencies when requested;
5. Management of Individuals’ Assets:
 - a. Follows procedures for the management of individual’s funds and property, assuring safety and accuracy; audits, monitors and reviews individual’s financial accounts.
6. Stakeholder Relations:
 - a. Maintains productive and professional relations with individuals, families, support coordinators, case managers and other stakeholders;
 - b. Provides regular communication to stakeholders; and acts as point of contact for all stakeholders;
 - c. Monitors satisfaction improvement plans.
7. Incidents:
 - a. Takes immediate steps to correct potential safety concerns and limit the potential for continued concern or incident;
 - b. Reviews all incidents and directs appropriate response; ensures timely incident reporting; and signs and submits all incident reports as required.

Finance: Responsible for the financial performance of the program, from billing to staff budgets, as well as reviewing and approving purchases

1. Purchasing:
 - a. Approves purchase of supplies and equipment; and reviews and monitors monthly invoices for accuracy and budgetary compliance.
 - b. Attests to company credit card statements and monthly invoices in accordance with company policy.
2. Billing and utilization:
 - a. Manages adherence to allotted billing units, attendance information or other required documentation to assure accurate billing;
 - b. Monitors utilization between authorization and provision of services and supports;
 - c. Works hand-in-hand with billing specialists to ensure accurate billing.
3. Staffing:
 - a. Monitors staffing hours for budgetary compliance.
4. Growth:
 - a. Maximizes available units, average daily attendance and utilization;
 - b. Oversees the admission of new participants across all programs;
 - c. Participates in expanding existing programs, and implementing new licensing and programs.

Supervisor Responsibilities:

1. Manages the direct or indirect staff members of the program including performance evaluations, scheduling, orientation, and training.
2. Makes recommendations and/or decisions on employee hires, transfers, promotions, salary changes, discipline, terminations, and similar actions.
3. Resolves employee problems within position responsibilities.
4. Manages timekeeping and payroll for direct reports, and is responsible to ensure direct reports do the same.

Competencies:

- Ethical Behavior: Ensures that personal behavior and the behavior of others is consistent with EHR standards and aligns with the values of EHR.
- Build relationships: establish and maintain positive working relationships with others.
- Communicate effectively: Speak, listen and write in a clear, thorough and timely manner using appropriate and effective communication tools and techniques.
- Creativity/Innovation: Develop new and unique ways to improve operations of programs and to create new opportunities.
- Focus on needs of the individuals we serve: Anticipate, understand and respond to the needs of the supported individual to meet or exceed their expectations within program parameters.
- Foster Teamwork: work cooperatively and effectively with others to set goals, resolve problems, and make decisions that enhance supports.
- Lead: Positively influence others to achieve results that are in the best interest of EHR.
- Make Decisions: Assess situations to determine the importance, urgency and risk, and make clear decisions which are timely and in the best interest of the person served and/or EHR.
- Organized: Set priorities, develop a work schedule, monitor progress towards goals and track details.
- Plan: Determine strategies to move programs forward, set goals, create and implement action plans and evaluate the process and results.

Other:

- Attends meetings as needed, inside and outside the agency;
- Performs other related duties and activities as required.

Minimum Knowledge and Skills Required by the Job

The requirements listed below are representative of the knowledge, skill, and/or abilities required to perform the job:

Education and Experience:

- Bachelor's degree
- Two to three years of related experience in the Human Services Industry (preferred).
- Three or more years of related experience within the AZ Department of Developmental Disabilities (preferred).
- An equivalent combination of education and experience which provides proficiency in the areas of responsibility listed above may be substituted for the above education and experience requirements.

Certificates, Licenses, and Registrations:

- Current driver's license, car registration and auto insurance if driving on the behalf of the Agency or providing transportation to individuals receiving services.
- Licensure as required by state, or ability to obtain it (First Aid, CPR, Article IX, Prevention and Support).
- Ability to pass a background check, and to obtain a fingerprint clearance card.
- Other training and/or certification per state requirements and/or EHR.

Work Environment:

Will work a flexible schedule to involve daily contact with persons served, their staff, and program leads. Work in our main office in Tucson, as well as in all locations where services are provided.

Must be flexible for evening, nights and weekends, and act as on-call for assigned times.
May have to physically assist individuals during emergencies.

Other Requirements:

Travel as needed.

Physical Requirements:

Medium Work. Exerting up to 50 pounds of force occasionally, and/or up to 30 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.