

# *Highline*

## **Programs and Services Coordinator**

### **Highline Corporation**

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## **Job description**

### **GENERAL SUMMARY:**

The Programs and Services Coordinator will plan, organize, direct and oversee program operations to optimize services, resources, partner satisfaction and agency growth. The programs and services coordinator will supervise, train and evaluate program staff. The programs and services coordinator will provide direct service to individuals when needed.

### **PRINCIPAL DUTIES AND RESPONSIBILITIES:**

- Take direction from the President/CEO.
- Oversee programs including: Day Services, Supportive Home Care/Daily Living Skills (REC), Prevocational, Residential and Community services.
- Work with partnering agencies to ensure fulfillment of program requirements, goals of the individual, and satisfaction of services.
- Plan program schedules, types of programs to be offered, and recommend services to be provided.
- Provide training to program staff and coordinate/consult with production manager to optimize program and production growth.
- Provide support and supervision to program staff.
- Optimize program quality, capacity and cost.
- Work with the production manager to evaluate individuals for quality and job performance as needed for compliance with wage and hour laws.
- Act as Corporation Equal Rights Officer.
- Perform special client services including assessments and evaluations.
- Demonstrate and maintain a good attendance record.
- Demonstrate good will for Highline with current and prospective customers.
- Demonstrate the ability to plan, prioritize and use time effectively to complete tasks.
- Serve as part of the ISO/QMS management team.
- Other duties as assigned.

**SUPERVISION RECEIVED:** Reports to the President/CEO.

**SUPERVISION GIVEN:** Gives direct supervision to all program staff and individuals. Works with the production manager and day services coordinator. Supervision includes training and evaluation of performance.

**EDUCATION, KNOWLEDGE, SKILLS REQUIRED:**

- A minimum of a Bachelor's degree in a human service related field; Master's degree in Rehabilitation, Social Work, other human service related field preferred.
- Minimum of two years experience in a non-profit, social service, or other human service agency in an administrative capacity.
- A strong knowledge of accounting practices and management of Social Security and other benefits.
- Maintain credentials and/or certifications necessary to meet job qualifications.
- Demonstrate exceptional organizational and time management skills.
- Basic computer use/knowledge: MS Word, MS Excel, Quicken, MS Outlook.
- Work with management, other employees and the public in a positive way.
- Maintain strict confidentiality.
- Accurately communicate in verbal and written form information and data to complete required documentation according to agency policy.
- Ability to lift 50 lbs. and climb stairs.
- Display an interest in working with people with disabilities.

Job Type: Full-time

Salary: \$35,000.00 - \$50,000.00 per year

Benefits:

- 403(b)
- 403(b) matching
- Dental insurance
- Health insurance
- Life insurance
- Paid time off
- Retirement plan

Schedule:

- 8 hour shift
- Day shift
- Monday to Friday

Education:

- Bachelor's (Preferred)

