

PROGRAM AND ADMINISTRATIVE SERVICES COORDINATOR

DEFINITION

Class specifications are intended to present a descriptive list of the range of duties performed by employees in this classification. Specifications are not intended to reflect all duties performed within the job.

Under direction, the Program and Administrative Services Coordinator, leads, plans and coordinates a variety of activities and operations for the three county programs of the Community Action Department; may provide supervision over lower level staff; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

The predominant focus of the position is to support the respective administrative functions and quality assurance for the Department and the grant-funded programs involving emergency, housing, community development, economic, and social services. The incumbent exercises discretion in applying general goal and policy statements and in resolving organizational and service delivery problems. This class is distinguished from other administrative positions, in that the incumbent receives direction from senior level staff, and has responsibility for supporting the quality assurance, compliance and development of associated programs and projects as well as department wide administrative functions. The employee exercises broad judgment and leadership in defining work objectives and determining methods to meet objectives within programmatic regulations and requirements. This level is distinguished from the Community Action Manager in that the Manager assumes authority over activities and operations of programs areas.

SUPERVISION RECEIVED AND EXERCISED

Receives limited supervision from senior level management. Supervisory responsibilities may include direct and indirect supervision over professional, volunteer, technical and clerical staff.

EXAMPLES OF DUTIES:--Duties may include, but are not limited to, the following:

Plans and coordinates compliance and quality information services and activities for programs within the Community Action.

Assesses and identifies compliance violations and issues; and recommends an appropriate solution for correction; ensures plans for correction are documented.

Serves as team leader and fosters a flexible and cooperative team environment.

Researches and prepares grant applications for program funding.

Prepares financial documents, assists with budget preparation and sound fiscal systems.

Coordinates and/or performs the completion and submittal of quarterly and annual reports to all funding agencies; monitors reports and records prepared by subordinate personnel for completeness, accuracy and compliance.

Assists in developing public awareness documents and publicity materials.

Prepares, reviews and analyzes data to identify trends and issues; such as, no show data, exit interview data, customer experience, etc.

Attends and participates in various committees and meetings; reports on quality improvement initiatives, issues and activities.

Coordinates special short-term projects that benefit the community.

Develops training programs for staff, contractors and providers on regulations, policies and procedures, code of conduct, documentation, etc.

Reviews and revises the Quarterly Management Work Plan to comply with new regulations; evaluates the previous year's work plan goals and develops new goals.

Develops systems, including written policies and procedures, for monitoring providers to ensure compliance with applicable state and federal regulations.

Communicates with management staff, state, and local agencies on program needs, problems, regulations and requirements; acts as a liaison between staff and management related to compliance and quality improvement issues.

Selects, trains, motivates and evaluates assigned personnel; works with employees to correct deficiencies and implements discipline.

Delegates and supervises the work product; reviews division reports to ensure data integrity, soundness of methodology applied and accuracy of data reporting.

Works collaboratively with supervisory and management staff in monitoring departmental divisional goals, policies and procedures, and determining priorities.

Participates on a variety of boards and commissions; attends and participates in professional groups and committees.

Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

Principles and practices of state and federal regulations, statutes, rules, ordinances, codes and regulations pertinent to programs.

Principles of accounting or financial management.

Principles and applications of social work, clinical psychology, rehabilitative, mental and medical services.

Contract and grant preparation, and submission.

Process improvement, performance measurement, and quality management tools.

Investigation and interviewing techniques.

Research methodology and statistics.

Computer programs and software applications.

Principles and practices of supervision, training, and performance evaluation.

Business letter writing and report preparation; English language usage, punctuation, spelling and grammar.

Ability to

Establish and maintain cooperative-working relationships with those contacted in the course of work.

Demonstrate personal diplomacy particularity in difficult or stressful situations.

Communicate effectively both verbally and in writing.

Promote and support quality management initiatives and operating systems.

Evaluate and interpret case results and performance outcome measures.

Uphold the values of Community Action and code of ethics.

Implement and manage within the Results Orientated Management Accountability framework.

Ensure compliance with funding sources and the Community Action Organizational Standards.

Analyze programs; identify alternative solutions, project consequences utilizing technical and statistical information.

Assessing and prioritizing multiple tasks, projects and demands.

Prepare a variety of reports, policy statements and correspondence utilizing technical and statistical information.

Investigate and analyze complex and sensitive issues and complaints.

Maintain confidentiality of administrative, and personnel information.

Select, supervise, train and evaluate staff.

Adapt to changing technologies and learn the functionality of new equipment and systems.

EXPERIENCE AND TRAINING GUIDELINES

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Two years of increasingly responsible administrative experience in the planning and coordination of social service or grant programs.

Training:

Completion of 60 semester units from an accredited college with major course work in social work, psychology, public administration or related field.

Bachelor's degree with major course work in social work, psychology, public administration or related field desired, but not required.

Substitution: Additional progressively responsible experience in any of the functional areas noted above may be substituted for the required education on a year-for-year basis up to a maximum of two years.

LICENSE OR CERTIFICATE

Possession of, or ability to obtain, an appropriate, valid California driver's license.

WORKING CONDITIONS

Mobility - Frequent operation of a data entry device and sitting for long periods of time; occasional standing for long periods of time, walking, pushing/pulling, bending/squatting, driving, and climbing stairs.

Lifting - Frequently 5 lbs or less; occasionally 5 to 30 lbs.

Visual - Constant use of overall vision and reading/close-up work; frequent need for color perception, hand/eye coordination, and field of vision.

Dexterity - Frequent holding, reaching, grasping, repetitive motion, and writing.

Hearing/Talking - Frequent hearing of normal speech, hearing on the telephone, talking in person and on the telephone.

Emotional/Physiological Factors - Frequent decision making, concentration, and working alone; and occasional public contact.

Special Requirements - Some assignments may require occasional working weekends, nights, and/or occasional overtime; occasional travel.

Environmental Conditions - Occasional exposure to noise, dust, and poor ventilation; and occasional exposure to varied weather conditions.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, typewriter keyboard, or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects, up to 30 pounds, as necessary to perform job functions.