

Benchmark Title**PROGRAM COORDINATOR 2****Job Summary**

Plans, develops and implements and oversees the day-to-day operation of a program. Supervises program staff.

Key Duties and Responsibilities

1. Plans and develops a program in consultation with the supervisor. Plans and implements program activities and special events.
2. Formulates program policies and procedures and evaluates the program in consultation with the supervisor.
3. Oversees the day-to-day operation of the program by ensuring that the necessary facilities and equipment are in place, program guidelines and policies are adhered to, and program standards and licensing requirements are met.
4. Supervises program staff by performing duties such as assigning work, providing feedback on performance, and conducting performance evaluations.
5. Participates in the recruitment and selection of program staff by performing duties such as screening applicants, participating on interview panels, and making hiring recommendations.
6. Schedules program staff in accordance to program staffing requirements.
7. Orients, determines the need for and provides training to program staff, volunteers and practicum students.
8. Monitors and authorizes program expenditures and maintains financial records in accordance with established procedures. Prepares the program budget for submission and presentation to senior management and/or the Board of Directors.
9. Promotes public awareness of and support for the program by performing duties such as producing promotional materials and attending community events.
10. Liaises with community service providers and other professionals to coordinate service provision, facilitate referrals to the program and represent the organization or program in external events.
11. Maintains related records and statistics and produces reports as required.
12. Performs other related duties as required.

Qualifications***Education and Knowledge***

Diploma in a related human / social service field.

Training and Experience

Three (3) years recent related experience including one (1) year supervisory or administrative experience.

Or an equivalent combination of education, training and experience.

COMMUNITY SOCIAL SERVICES JOB EVALUATION PLAN

RATING RATIONALE

BENCHMARK TITLE: Program Coordinator 2

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	Education and Knowledge – Requires a diploma in a related human/social services field	4	75
2	Training and Experience – Requires 3 years recent related experience including 1 year supervisory	5	125
3	Physical Demands – Often involves very light physical exertion in performing duties such as writing reports and keyboarding	2	14
4	Concentration – Often requires a high degree of mental demands to adapt to a variety of tasks and procedures such as program planning, policy and procedure formulation and supervision of program staff	5	42
5	Independence – Guided by agency policies and program guidelines, plans, develops, oversees and evaluates a program	6	86
6	Judgement – Modify operational approaches in working with changing program needs to plan, develop, implement and evaluate a program	6	86
7	Leadership/Supervision – Oversees the day to day operation of a program; participates in staff recruitment and selection, assigns work, schedules staff and conducts performance evaluations	4	80
8	Accountability – Work performed and decisions made have significant impact on program service provided; errors may result in significant interruption and delay in program delivery and the work performed by subordinates; work has impact on agency's external relationships with other community service providers	6	86
9	Communication – Facilitates joint effort of subordinates, supervisor, and community service providers who are normally cooperative to coordinate program delivery, service provision and referrals to the program	4	57
10	Care of Individuals – Provides for clients development through the program; may lead, develop or provide advice on client service plans	3	30
11	Environment/Working Conditions – Sometimes faced with multiple demands with time pressures to finish specific job tasks	4	33
Total Points			714