

Benchmark Title**PROGRAM COORDINATOR 1****Job Summary**

Plans, implements, and oversees the day-to-day activities of a program. Participates in program development, policies and procedure formulation, program evaluation and budget preparation.

Key Duties and Responsibilities

1. Plans and implements activities and special events for a program.
2. 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.
3. Recruits, selects, dismisses, orients, trains, monitors and provides support to program volunteers.
4. Makes recommendation to the supervisor regarding program development, policy and procedure formulation and program evaluation.
5. Promotes public awareness of and support for the program by performing duties such as producing promotional materials and attending community events.
6. 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.
7. Monitors and authorizes program expenditures and maintains financial records in accordance to established procedures. Provides input to the supervisor in the preparation of the program budget.
8. Maintains related records and statistics and produces reports as required.
9. Performs other related duties as required.

Qualifications*Education and Knowledge*

Diploma in a related human / social service related field.

Training and Experience

Two (2) years recent related experience.

Or an equivalent combination of education, training and experience.

COMMUNITY SOCIAL SERVICES JOB EVALUATION PLAN RATING RATIONALE

BENCHMARK TITLE: Program Coordinator 1

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	Education and Knowledge – Requires a diploma in a related human / social service field	4	75
2	Training and Experience – Requires 2 years recent related experience	4	100
3	Physical Demands – Often involves very light physical exertion in performing duties such as writing reports and keyboarding	2	14
4	Concentration – Often reads and prepares program documents and reports; sometimes focus on budgets to monitor expenditures	4	33
5	Independence – Guided by agency policies and program guidelines, applies accepted work methods in a different way to plan, implement and oversee day to day operation of a program	5	71
6	Judgement – Apply analysis and interpretation of program operations and choose an approach using accepted procedures to plan, implement and oversee the operation of a program	5	71
7	Leadership/Supervision – Recruits, selects, dismisses, orients, trains, monitors and provide support to program volunteers	3	60
8	Accountability – Work performed and decisions made have direct impact on program service provided; errors may result in significant interruption and delay in program delivery; work has impact on agency's external relationships with other community service providers	5	71
9	Communication – Facilitates joint effort of supervisors, volunteers, other community service providers and professionals who are normally cooperative to coordinate program delivery, service provision and referrals to the program	4	57
10	Care of Individuals – Provides for well being of clients through the program	3	30
11	Environment/Working Conditions – Sometimes faced with multiple demands with time pressures to finish specific job tasks	4	33
Total Points			615