

Lutheran Family Services Job Description

Job Title: Program Coordinator

Supervisor (title): Service Team Leader

Department: Unaccompanied Children Foster Care

Approved by: B. Welch Thomas



Date: 4/19/17

Position Purpose/Summary:

The Foster Care Program Coordinator oversees Transitional Foster Care (TFC) for Unaccompanied Children (UC) program design and implementation. The Program Coordinator is committed to providing the highest quality of care and supervision of youth being served and ensures that foster parents receive training and support. The Program Coordinator ensures organizational compliance with grants and contracts, manages effective delivery of services and supervises TFC case management staff.

Essential Functions:

1. Oversee the hiring, training, support and supervision of staff. Ensure that all staff are properly trained and given ongoing training opportunities including having a written staff training plan. Promote teamwork, coordinate the workload of staff, delegate responsibilities and maintain positive staff morale.
2. Administer the Department of Health and Human Services (DHHS) and Unaccompanied Children / Office of Refugee Resettlement (UC/ORR) policy and procedure in terms of intake procedures, reporting procedures and reunification procedure. Manage intake and referral process.
3. Supervise and support licensing and recruitment staff.
4. Participate in on-call process; and weekly staff meetings.
5. Conduct weekly meetings/follow-up with program clinician to be updated on clients' clinical status.
6. Maintain, enhance and develop positive relationships with referral sources, state and federal agencies, volunteer and community agencies, employers and individuals.
7. Coordinate vacation schedules to ensure adequate coverage and availability of services.
8. Monitor budget by program to ensure fiscal integrity and wise management of financial resources.

9. Generate accurate and timely completion and submission of all documentation needed for monthly financial billing and reports.
10. Prepare and manage all reporting requirements as stipulated by contracts with Office of Refugee Resettlement (ORR), Lutheran Immigration and Refugee Services (LIRS), or other contractors.
11. Conduct regular programmatic audits of physical and electronic files to ensure quality of service provision and fulfillment of documentation requirements.
12. Perform other duties as requested.

Supervisory Responsibilities, if any:

The Program Coordinator supervises, either directly or indirectly, all TFC Case management staff, licensing and recruitment staff and teacher . Direct supervision of the following positions: Case Manager, Licensing and Recruitment, Teacher.

Qualifications (Minimum Job Requirements): *Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions*

Education: MA / MSW in Human Service field

Experience: Previous work experience with case management and social services required. Two years experience in management, administration and supervision.

Specific skills/abilities: Bi-lingual in Spanish / English. Awareness and sensitivity to the service population's cultural and socio-economic characteristics is required. Excellent interpersonal communication skills are necessary, as is ability to work cooperatively with a wide range of organizations, including local, state and federal government agencies.

Specialized knowledge, licenses, etc: High level of computer literacy is required, with proficiency in MS Office (Word, Excel, Power Point) as well as Internet and e-mail applications. Valid NC or SC driver's license.

Preferences (Optional): *(Preferred attributes for the position, which are not absolutely required in the minimum qualification - e.g. masters degree, bilingual).*

N/A

Working Conditions/Physical Requirements: *Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

1. Usual office conditions apply; sitting at desk in front of computer for extended periods.
2. Ability to bend, stoop (to floor), reach overhead.

3. Ability to lift and carry minimum of 10 pounds.
4. Driving of clients' in personal vehicle may be required.
5. Ambulatory throughout all locations.

This job description is not an employment contract. Lutheran Services Carolinas reserves the right to alter the job description at any time without notice.

Employee Signature

Date

Supervisor Signature

Date

Employee signature constitutes employee's understanding of the requirements, essential functions and duties of the position.