

Lutheran Services Carolinas

Job Description

Job Title: Program Coordinator

Supervisor (title): Program Director

Department: Home & Community Based Services (Adult Services)

Approved by: B. Welch Thomas

Date: October 2016

Position Purpose/Summary:

Under the Supervision of the Program Director, the Program Coordinator is responsible for facilitating and managing the referral and intake process for community based services as well as marketing and recruitment in the local and surrounding communities. This position will also be responsible for assisting with administrative functions of the program as determined by the Program Director.

Essential Functions *(Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.)*

1. Function as point of contact for referral sources and educate referral sources and potential consumers on program criteria.
2. Coordinate the intake process including initial meetings with consumers, case coordinators, guardians, clients and other members of the team.
3. Conducts initial assessment of consumer to determine needs and establish service goals.
4. Participate in weekly staffing with Program Director and Qualified Professional to report on potential new consumers, communicate information regarding new intakes, and ongoing consumer needs.
5. Develop and execute annual recruitment plan with Program Director/Service Team Leader.
6. Recruitment of consumers from MCO's, referral agencies, other providers, and private pay markets to maintain program's goals.
7. Identify and participate in community events to generate referrals for services, such as, provider meetings, conferences, vendor fairs, etc.
8. Assist with program administrative responsibilities as determined by the Program Director (i.e., time sheets, petty cash/credit card reconciliations, van maintenance form, etc.).
9. Maintain excellent customer relations with all contacts.
10. Assist with direct care coverage, as determined by supervisor.
11. Follow all Lutheran Services Carolinas' policies and procedures.
12. Other duties as assigned by supervisor.

Supervisory Responsibilities, if any *(The scope of the person's authority, including the positions that report to the incumbent.):*

N/A

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

Education: BA/BS degree.

Experience: Minimum 3 years experience in human services field. Prior experience working with clients with severe mental illness.

Specific skills/abilities: Bilingual (English-Spanish) applicants desired. This position requires flexibility; sensitivity to varying cultural issues; acuity in assessment; a demonstrated ability to share information with members of a team in a timely and accurate manner; strong organizational skills; excellent verbal and written communication skills; as well as skills in the area of time management; takes initiative and seeks opportunities. Knowledge of Microsoft software products (Excel, Word, Power Point).

Specialized knowledge, licenses, etc: The employee must have a valid driver's license and must maintain a safe driving record, acceptable to the insurance carrier for Lutheran Services Carolinas.

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

1. Bilingual (English-Spanish) .
2. Marketing and Recruitment experience.
3. Minimum 5 years experience in human services field.
4. Degree in human services field.

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

1. Travel to deliver services in various environments such as the consumer's residence, residential facilities, shelters, and other community locations.
2. Ambulatory throughout all locations.
3. Ability to bend, stoop to floor and reach overhead.
4. Minimum lifting requirement up to 25 pounds.

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.