

Program Coordinator



Essential Duties & Responsibilities

1. Ensures that the shelters are adequately staffed on a 24-hour basis.
2. Ensures adequate food and supplies for the residents of all shelter units.
3. Serves as the first point of contact for residents and staff for maintenance and facilities issues. Work directly with the Assistant Program Director to ensure resolution.
4. Attends and participates in scheduled team and staff meetings as a team member, facilitating these meetings in the absence of the Program Director and/or Assistant Program Director.
5. Conducts interviews and supervises the activities of the program staff and conducts performance evaluations.
6. Oversees training of new program staff; updates training manual as needed.
7. Develop minimum service provision guidelines and monitor services to ensure residents are served accordingly.
8. Review daily activities for all shelter programs to provide ongoing needs assessment.
9. Acts as a resource for the program staff to assist in meeting the individual needs of residents.
10. Monitors the interaction of residents and staff facilitation regarding communal living issues.
11. Participates in the direct provision of services to residents.
12. Participates in planning, development, and evaluation of program services.
13. Facilitates continuing education of program staff.
14. Assists in the cleaning and maintenance of the shelters.
15. Prepares, collects, and maintains required reports, records, and statistics.
16. Establish and maintain working relationships with individuals and organizations within the community necessary to support the program.
17. Ensures compliance with applicable employment and program policies.
18. Ensures adherence to shelter rules, policies and procedures.
19. Works with the Volunteer & Intern Coordinator for large shelter needs/projects.
20. Assists with special projects and tasks the Assistant Program Director assigns.

The specific statements shown in each section of this description are not intended to be all-inclusive. They represent typical elements and criteria necessary to successfully perform the job.