

## JOB ANNOUNCEMENT

(Please see end of document for application information)

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**Position:** Employment Programs Coordinator (**Program Coordinator II**)  
**Department:** Community Services  
**Reports To:** Community Services Manager  
**Supervises:** Program staff and volunteers  
**Salary Level:** 7 (\$20.10 to \$25.13 per hour\*)  
\*Candidate offers consider experience, qualifications and internal equity  
**Status:** Non-Exempt  
**Schedule:** FT (40 hrs/wk; Monday through Friday, 8 am to 5pm)  
**Location:** Cornwall Ave  
**Benefits:** The Opportunity Council provides a strong benefits package that includes three weeks paid vacation annually, health leave, and holidays (including personal holiday(s)). Retirement plan includes employer contribution equaling 5% of pay. Paid health insurance for employees plus voluntary flexible spending account, dental, vision, life/ADD and long term disability insurance, along with a culture that supports staff and their families.

### JOB SUMMARY:

Responsible for the daily operations of programs within Employment/Financial Stability Services. Responsible for the direct supervision of program staff. Responsible for maintaining program manual for staff, reviewing staff work files, database management, reporting, and ongoing program development. Provides support and client services. Creates and teaches financial stability curriculum. Supports the human services community and its efforts to work together to support the needs of low-income people; helps mobilize resources to meet those needs.

### ESSENTIAL FUNCTIONS/RESPONSIBILITIES:

1. Responsible for program staff supervision, including training and development, and performance evaluation along with all related personnel paperwork.
2. Responsible for the daily-related program management such as program eligibility, program requirements, database management, and ongoing program development.
3. Responsible for tracking direct service funding and preparing billing in assigned programs.
4. Maintains program manual for staff and reviews staff work files.
5. Processes information related to clients, which is confidential and maintains confidentiality of all data in accordance with agency, funder, state, and federal guidelines.
6. Develops and maintains cooperative working relationships with other agencies, work sites and service providers.
7. Creates employment readiness and financial literacy curriculum and regularly teaches classes.
8. Participates in human service community efforts and initiatives to support the needs of low-income people.
9. Provides direct services.

### OTHER RESPONSIBILITIES:

1. Attends staff meeting and trainings as scheduled.
2. May occasionally be involved in projects that require new ideas or approaches; position is responsible for developing modifications to established procedures.
3. Other related duties as assigned.

### EDUCATION/EXPERIENCE REQUIREMENTS:

1. Bachelor's Degree in Human Services or related field, and

2. Minimum two years' experience with demonstrated leadership experience including direct supervision of diverse staff, or
3. A equal combination of education and experience.

**SPECIAL REQUIREMENTS:**

1. Valid Washington State driver's license by time of hire.
2. Good driving record.
3. Driving abstract must be submitted upon request.

**SKILLS AND ABILITIES REQUIRED:**

1. Written and verbal communication skills.
2. Ability to maintain extensive and current knowledge regarding eligibility requirements for the program.
3. Capability for independent, creative thinking in collaboration with others to address operational, functional, budgetary or service issues.
4. The ability to be creative and innovative in developing and implementing new or improved methods procedures or systems.
5. Time management skills including the ability to work independently and prioritize with frequent interruptions and often in crisis situations.
6. Record keeping skills ensuring the maintenance of up-to-date, accurate, detailed notes and client files.
7. Proven ability to individualize programs to fit specific needs using appropriate resources.
8. Ability to work confidentially and respectfully with clients from a diverse population.

**WORKING CONDITIONS:**

Work is generally performed in a fast-paced office environment with frequent interruptions and occasional crisis situations. Regularly requires travel within the Agency's service area for community networking, meetings, special workshops and trainings, and other job-related activities.

**JOB PURPOSE:**

Provides day to day program coordination and staff supervision

**ESSENTIAL FUNCTIONS/RESPONSIBILITIES:**

- Facilitates delivery of services
- Provides internal and external training
- Supervises staff including VISTA and AmeriCorps members and/or volunteers
- Reviews work of others for program compliance and accuracy
- Maintains relationships with community partners
- Participates in community outreach activities
- Tracks and reports program data and outcomes
- May research and respond to funding opportunities
- May provide direct service

**OTHER RESPONSIBILITIES:**

- Plans and facilitates meetings
- Other related duties as assigned.

**EDUCATION/EXPERIENCE REQUIREMENTS:**

- Four year degree,
- Two years of experience, or
- Year for year experience to replace degree

**SKILLS AND ABILITIES REQUIRED:**

**Competencies:**

- Team Player: Shares resources, responds to requests from other parts of the organization, and supports larger legitimate organization agendas as more important than local or personal goals.
- Critical Thinking: Takes initiative, anticipates next steps, and problem solves issues to keep the work moving forward.
- Integrity: Thinks and acts ethically and honestly, applying ethical standards of behavior to daily work activities,
- Customer Orientation: Views the organization through the eyes of the customer and goes out of his/her way to anticipate and meet customer needs.
- Cultural Competency: Respects and interacts effectively with people of diverse cultures and socio-economic background; has an awareness of his/her own cultural worldview and its impact on perspective.
- Team Management: create and maintains functional work units, understanding the human dynamics of team formation and maintenance.
- Organizing and Planning: has strong organizing and planning skills that allow them to be highly productive and efficient; manages time wisely, and effectively prioritizes multiple competing tasks.
- Industry Knowledge: understands the general workings of nonprofits, within which the organization functions; monitors activities and trends within these arenas and maintains a current knowledge base.
- Written Communication: writes clearly and concisely, composing informative and convincing memos, e-mails, letters, reports, and other documents.
- Results Orientation: maintains focus on outcomes and accomplishments; motivated by achievement, and persists until the goal is reached,

**Supervisory Responsibilities/Skills:**

- Instructs/trains
- Reviews work
- Provides feedback
- Coaches/counsels
- Evaluates performance
- Maintains standards
- Selects new employees
- Assigns work
- Plans work of others
- Coordinates activities
- Acts on employee problems

**Other Skills:**

- Solves practical problems
- Explains technical data/information in understandable terms
- Performs arithmetic calculations
- Exchanges basic information or data
- Follows written or verbal instructions
- Composes routine and, occasionally, complex correspondence
- Occasionally speaks/presents publicly
- Occasionally proofreads written communication

**Equipment:**

- Personal computer/laptop/printer
- Copier/fax/scanner
- Various software programs and data bases
- Telephone

**PHYSICAL, SENSORY, ENVIRONMENTAL QUALIFICATIONS:**

R = rarely            O = occasionally  
 F = frequently

<b>Physical Activity</b>	<b>F</b>	<b>O</b>	<b>R</b>
Sitting			
Stationary standing			
Walking			
Crouching (bend at knee)			
Kneeling/crawling			
Bend at waist			
Twisting (knees/waist/neck)			
Climbing			
Grasping			
Driving a car			
Repetitive motions (keyboard/data entry)			
Lifting/Carrying: <b>10 lbs.</b>			
<b>Sensory Activities</b>	<b>F</b>	<b>O</b>	<b>R</b>
Talking (in person/on phone)			
Hearing (in person/on phone)			
Vision for close work			

**TO APPLY:**

Application and application instructions may be found at: [www.oppco.org/employment](http://www.oppco.org/employment). Paper copies of the applications may be picked up at: Opportunity Council, 625 Cornwall Ave., Bellingham, WA 98225.

Applications must be received no later than **4:00 pm, Wednesday, May 22, 2019.**

**A private nonprofit Community Action Agency working as a catalyst for positive change in our communities and the lives of low-income and disadvantaged people - serving Whatcom, Island, San Juan, Skagit, and Snohomish counties. EOE**