

## Job Description

### Position Title: Program and Services Coordinator

**Hours:** A minimum of 25 hours per week with potential for full time.

The Special Needs Support Center (SNSC) is an equal opportunity employer. We genuinely value a diverse workforce and inclusive culture and aim for a hiring process that reflects that. SNSC encourages applications from all qualified individuals without regard to race, color, religion, gender, sexual orientation, gender identity and expression, age, national origin, marital status, citizenship, disability, and veteran status.

NOTE: Temporarily, due to COVID-19, all SNSC staff currently have the option to work from home. Much of this application process will likely be conducted virtually.

### Position Summary

The Program and Services Coordinator is responsible for the implementation, management and supervision of programs and focused on parent educational support and advocacy, parent groups, and community programs serving children and adults with a broad range of disabilities and chronic medical conditions. The Program and Services Coordinator works within the guidelines, policies and mission of the Special Needs Support Center (SNSC) and reports to the Executive Director for assigned programs and projects.

### Position Goal

To ensure programs are delivered successfully and add the highest possible value to SNSC's constituents.

### Education and/or Experience

- Bachelor's degree in social work, education, mental health or human services field preferred.
- Experience of 3-5 years in working effectively with children, adolescents, and/or adults with disabilities and their families.
- Other relevant education and experience will be considered.

### Duties and responsibilities

- Commitment to SNSC's mission, vision, and values.
- Responsible for the implementation, management and supervision of all programs and services.
- Responsible for working with the Community Engagement Coordinator on data management including compiling and maintaining the monthly, quarterly and annual program statistics.
- Analyze trends in programs, identifying issues and developing and recommending solutions to the executive director.
- Contribute the staff team with openness, honesty, responsibility, and giving and requesting support as needed.
- Contribute to evaluation of and budget development for programs and services.
- Respond to requests and assess referrals to determine how SNSC will support the person inquiring about services.

- Weekend and evening work required.

### **Qualifications and Skills**

- Must possess a strong commitment to collaboration and effective teamwork within the organization and the broader community.
- Exceptional oral communication skills, including public speaking experience.
- Flexibility to attend evening events as needed.
- Demonstrated experience in effective internal and external communication, collaboration, and coordination with individuals and organizations.
- Demonstrated skill as a building community relationships ~~organizer~~ or as a volunteer engagement coordinator.
- Excellent attention to detail.
- Ability to contribute to and work effectively as a member of a high functioning team.
- Commitment to diversity, equity, and inclusion in advocacy, program implementation and with volunteers.
- Must be able to communicate effectively with people with disabilities, family members, case managers, school communities, and community organizations as needed.
- Must possess the interpersonal skills to engage individuals and families from diverse socio-economic, racial and cultural backgrounds.
- Must be able to balance the program needs with available resources.
- Must be able to take positive action in solving problems, and to be able to reach out for support and assistance and offer support and assistance as needed.
- Must be able to remain open-minded and willing to grow on the basis of emerging information.

### **Evaluation**

- This position will be reviewed within 90 days of start date by the Executive Director.
- Supervision and professional development collaboratively developed with the Executive Director.
- Evaluation by the Executive Director will take place annually unless otherwise recommended by the Board; the evaluation will be based on the job description and the annual goals established collaboratively with the Executive Director.