



**California
Human Development**

Creating opportunities for people to rise above barriers in their pursuit of better lives.

PROGRAM/DEPARTMENT: disABILITY Services/ LOCATION: Santa Rosa, CA	CHD is committed to implementation of an Affirmative action Policy and the Americans with Disabilities Policy in its recruitment, selection, and placement of all personnel. CHD is an Equal Opportunity Employer
JOB DESCRIPTION TITLE: Program Coordinator, Adult Development Program	POSITION STATUS: Full-Time FLSA STATUS: Non-Exempt
SALARY: Grade 8	PROGRAM HOURS: Monday – Friday 8:00 am to 4:30 pm

GENERAL DESCRIPTION: California Human Development (CHD) is a private, non-profit, human services agency that provides a wide range of programs and services for people throughout northern California.

PROGRAM DESCRIPTION: CHD/disABILITY Services, comprised of Work Services and Adult Day Program services, provides training, support and supervision for persons with intellectual/developmental, emotional or physical disabilities. Our services include Adult Day, Work Services, Work Adjustment, Situational Assessment, Group Placement, Individual Placement, and Job Coaching. We receive referrals from the Department of Rehabilitation, North Bay Regional Center, County Mental Health, and Private Rehabilitation Counselors. CHD/disABILITY Services holds a strong belief in the abilities of each individual and their right to advancement.

DEPARTMENT DESCRIPTION: CHD/disABILITY Services Adult Development Program provides training, support, supervision and educational enrichment designed to enhance the life quality of each participant. We offer a range of classes covering topics from basic education to creative artistic development. Our agency philosophy of normalization includes an outcome goal of community integration so participants can access the bounty of our city, parks, and countryside. Our training is designed so that consumers gain functional skills in communication, exercise and leisure, and self help for improved social skills.

SUMMARY: The **Program Coordinator** is responsible for the coordination and implementation of educational and vocational services provided to program participants with developmental disabilities in our Adult Development Program, this includes the Adult Development Program, Activity Center, Seniors Programs, and One-to-One Services. Based on the agency philosophy of normalization and an outcome goal of community integration for program participants, the **Program Coordinator** facilitates consumer centered planning and growth by ensuring that appropriate sites are developed in the community and that in-house contract work is available. The **Program Coordinator** facilitates the growth of program participants through effective in-house Case Management.

REPORTING RELATIONSHIPS: The **Program Coordinator** reports directly to the Program Director and receives direct supervision within the framework of CHD/disABILITY Services Policies and Procedures. The **Program Coordinator** takes guidance and supervision from the Rehabilitation Counselor regarding individual client program plans and reports verbally and in writing to the Rehabilitation Counselor regarding individual client program plans, progress, issues or concerns.

ESSENTIAL RESPONSIBILITIES AND DUTIES: The following duties are considered essential for this job classification.

A. Program Management:

- a) Maintain and implement all licensing standards, including consumer cash accounts, medication monitoring, etc. in accordance with Community Care Licensing (CCL) laws and regulations.
- b) Communicate with CCL as required by Title 22 and applicable laws and regulations.
- c) Coordinate and document visits by Community Care Licensing representative and ensure that timely corrective action on all cited deficiencies are completed.
- d) Acknowledge receipt of CCL and DDS correspondence, deficiency notices or field reports when the Department of requested a response.
- e) Maintain professional routine and emergency communication with the referring NBRC Case Manager, Families, Residential Service Providers and other members of the ID Team.
- f) Actively participate on the Safety Committee and support the Safety Officer to implement emergency preparedness and the IIPP Safety Program.
- g) Participate in safety training with staff and clients, including proper lifting, safety awareness for various emergency events such as fire, earthquake, power failure, medical emergency, hazardous conditions, bomb threat and other safety trainings, including identification of and ways to minimize potential risks with fragile and unpredictable clients. Attend quarterly Safety Meetings with staff and periodic safety meetings with clients.
- h) Work as a team with Rehabilitation Counselor and Educational Enrichment staff to revise program curriculum and class schedules at the beginning of each semester according to needs identified in the individual planning process for consumers.
- i) Establish, monitor, and analyze progress of Adult Development Department Goals.
- j) Complete a Monthly Report, including information on achievement of Department goals, track and record consumer successes, and program activities.
- k) Ensure program compliance with CHD/disABILITY policies, prodecures and standards.
- l) Conduct spot checks of all systems; including daily charting, Therap documentation, class curriculum, toileting and feeding schedules, etc.
- m) Work in rotation when staff members are absent.
- n) Assist Program Director to develop long range planning that will carry out the agency mission, including consumer needs assessment and program outcomes measurement reporting.
- o) Communicate to Admin. Coordinator when supplies and equipment are needed so that sufficient materials are on hand to operate the program.
- p) Assist Program Director to develop and operate within a reasonable budget.

B. Personnel Management:

- a) Participate on Hiring Panels when certified to interview and recommend new Training Instructors.
- b) Train, direct, develop, evaluate, supervise and mentor Training Specialists.
- c) Provide training for new Training Specialists and on-going training to current staff.
- d) Audit and approve time sheets and mileage for staff. Monitor staff performance and report potential issues to the Program Director or Human Resources Department.

C. Case Management:

- a) Conduct tours, intake interviews, and initial orientation sessions with new participants, including coordination with the referring NBRC Case Manager and all members of the interdisciplinary Team (ID Team).
- b) Work as a member of the ID Team to develop and implement the Individual Service Plan for each participant that includes person-centered language and offers choice.
- c) Oversee assessment of each new program participant within 30 days of entry and then annually.
- d) Conduct a weekly Staffing meeting with all Instructors to develop and write instructional strategies based on ISP objectives.
- e) Develop positive behavior support programs and train instructors to implement programs based upon positive behavior support planning.
- f) Keep accurate and up-to-date case notes and ensure completeness of each Case File.
- g) Counsel participants as necessary about habits, social skills, attitudes, and conflict resolution.
- h) Work in collaboration with ID Team to coordinate referral to other programs for those leaving CHD/disABILITY Services.
- i) Take responsibility to see that all self-help needs of participants are being met, i.e., toileting, overseeing lunch, medications and van duty.

D. Performs other duties as assigned.

ADDITIONAL DUTIES: In addition to the duties listed in the Essential Duties Section, the employee may perform the following duties:

- A. Have sensitivity and concern for the rights and needs of consumers, including a desire to relate to people with disabilities as dignified and competent individuals.
- B. Resolve conflicts and assist in consumer behavioral support according to the principles of positive behavior support planning.
- C. Maintain appropriate boundaries with consumers and staff, both on and off duty as defined by agency ethical codes.
- D. Attend relevant training as assigned.
- E. Represent CHD/disABILITY Services in a professional manner, with knowledge of and a commitment to the principles of normalization.
- F. Maintain familiarity with and implement relevant Commission on Accreditation of Rehabilitation Facilities (CARF) standards, DOL standards, Community Care Licensing (CCL) (Title 22), North Bay Regional Center (Title 17) and all relevant regulatory standards.
- G. In the event of an Emergency Disaster situation, may have added responsibility to provide care for the health and safety of consumers until they are relocated to a safe place or until another responsible party is available to take charge.
- H. Actively participate in safety program and provide meaningful suggestions for working safely.

KNOWLEDGE, SKILLS AND ABILITIES:**LANGUAGE**

- A. Ability to communicate effectively verbally and in writing with individuals and groups, including occasional public speaking.
- B. Ability to conduct effective public relations.
- C. Ability to read, analyze, and interpret general services contracts or governmental regulations in English.
- D. Spanish-speaking ability highly desirable.

MATHEMATICAL SKILLS:

- A. Ability to use arithmetic skills normally applied in this position.
- B. Ability compute rates, ratios, and percentages.
- C. Create and interpret presentation charts.

REASONING ABILITY:

- A. Sufficient capability in cognitive reasoning to perform complex transactions with a high degree of accuracy.
- B. Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- C. Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form.
- D. Ability to maintain appropriate boundaries with consumers and staff both on and off duty as defined by agency ethical codes.
- E. Ability to solve problems and resolve conflicts effectively.
- F. Possess a dedicated interest in serving disadvantaged people. Possess a caring attitude towards fellow employees and consumers served.
- G. Ability and desire to inspire motivate and lead individuals.
- H. Ability to maintain own psychological well-being and manage personal bias.

SUPERVISORY RESPONSIBILITIES:

- A. Supervise employee(s).
- B. Is responsible for the overall direction, coordination, and evaluation of these employees.
- C. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws.
- D. Works closely with all staff to ensure that program curriculum meets the needs identified in the consumer Individual Service Plans.
- E. Conducts staff meetings and participates in group problem solving process and implementation of decisions for day to day and long range operations.

QUALIFICATIONS:**EDUCATION:**

- A. B.A. or equivalent in the human service field preferred. Must be age 21 years or older.

EXPERIENCE:

- A. Three years full time experience in related rehabilitation setting serving people with Intellectual/developmental disabilities. Suitable experience may be substituted for education.
- B. Sufficient professional and/or personal experience which demonstrates possession of the required knowledge and abilities to work with persons with disabilities.
- C. Sufficient demonstrated ability to provide supervision, staff training and program planning.
- D. Related experience working with consumers of Department of Rehabilitation, Regional Center, and Mental Health systems very desirable.

- E. Experience with conflict resolution and positive behavior support techniques.
- F. Experience implementing principles of normalization for persons with disabilities.

WORKING CONDITIONS:

A) PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This position requires:

Frequently: Sitting, Walking, Seeing, Hearing, Speaking, Standing, Carrying

Occasionally: Stooping, , Lift up to 40 lbs, Squatting, Kneeling, Bending, Pushing/Pulling, Twisting

Seldom: Climbing

B) WORK ENVIRONMENT: : Air conditioned office setting with a carpeted concrete floor. Work with others all day with frequent verbal face-to-face contact. Some level of noise from material handling, conversation, and music. Frequent movement in the main hall area.

C) Tools and equipment usage: Calculator,pens and paper daily. Fire extinguishers, First Aid and Emergency Preparedness supplies. Computer, monitor, keyboard, and mouse daily.

D) May have occasional exposure to hazardous materials

CERTIFICATES, LICENSES AND REGISTRATIONS:

- A. Valid California Driver’s license, proof of insurance on personal vehicle, and recent satisfactory California DMV printout of driving record.
- B. Upon hire, be willing to obtain and maintain valid CPR and Red Cross First Aid Certificates.
- C. Fingerprint clearance is required for this position. After an offer of employment has been made the candidate will be required to obtain fingerprint clearance prior to designated start date.
- D. Within 10 days of hire, a physical exam and TB test results from within the past year are required.
- E. Must receive and document minimum of 30 hours of continuing education each 24 months.
- F. In the event of an Emergency Disaster situation, you may have added responsibility to provide care for the health and safety of consumers until they are relocated to a safe place or until another responsible party is available to take charge.
- G. Once offered this position, you will be required to pass a pre-employment physical, including drug testing, and periodic drug testing during the course of employment.

ACCEPTANCE AND CERTIFICATION:

Upon acceptance of employment with CHD, I certify that I have read and understand the essential functions of my job as outlined above.

Employee's Signature

Date

Supervisor's Signature

Date