

HUMAN SERVICES PROGRAM COORDINATOR I

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, the incumbent is responsible for a human services program directly affecting and impacting the public. The position of Human Services Program Coordinator I encompasses a range of human service program areas that serves a variety of functions designed to obtain maximum efficiency and quality of service. The work involves the daily operation of a program and day-to-day contact with other departments/agencies required to ensure that program objectives are met, problem areas are corrected and opportunities to improve services are addressed. An employee in this class is responsible for public relations, program procedures, education of staff and clients, outreach efforts and liaison activity with health care and human service providers and community organizations. The work is performed under general supervision with leeway allowed in the exercise of independent judgement in planning and carrying out the work. Supervision may be exercised over other program positions and clerical support staff. Does related work as required.

TYPICAL WORK ACTIVITIES:

Develops, coordinates and implements the daily operations of a human service program;

Formulates education and outreach efforts to program participants, health care and human service providers, and community organizations;

Develops community awareness of services available through the program by utilizing public information techniques;

Develops and maintains computer information systems to record specific program activities;

Follows up on activities and complaints, in compliance with quality assurance plans, and makes recommendations or institutes corrective action;

Monitors and coordinates all activities related to the service provided, including required recording, reporting, referral and follow-up, ensure the optimum operation and delivery of the program;

Evaluates effectiveness of the program and make recommendations for program policies, practices and procedures designed to meet program goals;

Provides technical assistance and consultation to all parties involved with the program and acts as the representative of the program area;

May perform tasks related to the filing, storing and managing of records utilizing all current and future technologies

including document scanning, keyboard data indexing and electronic filing;
Acts as the contract monitor to outside vendors and other parties responsible for administrative services;
May serve as a member of a program advisory board.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of modern public social work and management theory, of approved practices, and the problems encountered in implementing and making effective use of them;
Good knowledge of community agencies, facilities and services which can be used to aid program participants;
Good knowledge of rules, regulations, policies, and procedures, of the program;
Good knowledge of federal and state laws concerning the program;
Ability to plan and coordinate activities to improve and integrate services offered to the general public;
Ability to evaluate and prepare reports with recommendations concerning human service programs, delivery of service, and the impact on participants;
Ability to establish and maintain cooperative working relationships with citizens, public officials, and associates;
Ability to negotiate and monitor program compliance;
Ability to empathize with the characteristics, needs and problems of the clients of the program;
Ability to read, write, speak, understand, and communicate sufficiently to perform the duties of this position;
Ability to prepare records and reports, compile statistics, and analyze data;
Ability to analyze and evaluate pertinent data, identify problem areas, and provide suitable solutions;
Ability to organize assigned work and develop effective work methods;
Ability to communicate effectively both orally and in writing and prepare accurate and informative reports and correspondence;
Ability to establish and maintain essential records and files;
Ability to operate a computer terminal and other related office equipment;
Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

- A) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's degree and two years human service experience in a public or private human service or health care agency.

Note: Education beyond the Bachelor's degree, in the field of public or business administration, social sciences, human services, planning or closely related field may be substituted for one year of human services experience in a public or private human service or health care agency.