

POSITION: Program Coordinator
DEPARTMENT: Supervised Visitation Services
REPORTS TO: Site Director/Supervised Visitation and RESPECT Program
Status: non-exempt
Hours: 35/week

SCOPE OF WORK:

Coordinate and facilitate, under the direction and with the support of the Site Director, the various staff, client and community related responsibilities in a program designed to provide support to families whose children are at risk of abuse and/or neglect, or who are witness to domestic violence. **It is expected that the Program Coordinator's job performance will incorporate the practice and promotion of New Hope's core values, which include respect, teamwork, empowerment and professionalism.**

PRIMARY DUTIES:

- Provide group and individual supervision of Visitation staff
- Participate in recruitment and screening of new staff
- Provide supervision of referred families as needed
- Oversee intake and initial visits with clients
- Evaluate program staff in accordance with agency policy and in collaboration with Site Director
- Participate in case reviews
- Coordinate pre-service and in-service family support training
- Develop advertising, media coverage, and community relations for program
- Participate in coalition-building activities in the community
- Maintain all client and staff records in accordance with agency policy
- Provide reports to funding sources as required by contracts
- Will attend monthly Massachusetts Coalition for Supervised Visitation Meetings
- Perform other duties as assigned by Site Director and/or Senior Management

GENERAL DUTIES:

- Will attend quarterly All-agency Meetings
- Will attend monthly supervision meetings
- Will conduct her/himself according to the agency's stated policies and procedures
- Will comply with the Agency's confidentiality policy

SKILLS AND ABILITIES:

- Strong interpersonal, organizational and prioritizing, and management skills
- Self motivated, self-reliant, and dependable
- Good leadership skills, including team building and decision making ability
- Demonstrated maturity, self-awareness, and initiative
- Demonstrated ability to research, write clearly and produce concise reports
- Demonstrated ability to manage multiple tasks and work independently
- Sensitivity to needs and capacities of target population
- Flexibility of time/scheduling
- Valid driver's license and dependable transportation
- Ability to enter non-handicapped-accessible buildings

EDUCATION AND EXPERIENCE:

- BA or BS in related field with minimum of two years experience
- Microsoft Office experience
- Completion of state-certified batterer intervention training.
- Knowledge and experience in the issues of domestic violence, child abuse and neglect, and family dynamics
- Supervisory experience in related field/setting
- Bilingual desirable (Spanish or Portuguese/English)