



MID-PENINSULA HOUSING JOB DESCRIPTION

Job Title: PROGRAM COORDINATOR
Department: MID-PENINSULA HOUSING SERVICES CORPORATION (MPHSC)
Reports To: SERVICES MANAGER
FLSA Status: NON-EXEMPT

SUMMARY

Under the supervision of the Services Manager, the Program Coordinator provides direct services to residents and coordinates the delivery of resident services. The Program Coordinator assists the Services Manager in developing, implementing, managing, and evaluating services. The Program Coordinator provides direct instruction and other educational support opportunities designed to meet the needs of the residents at the properties assigned to the Program Coordinator.

Supervision Responsibilities

The Program Coordinator provides support to volunteers assigned to the Program Coordinator's assigned properties.

Working Relationships

Internal:

- Work collaboratively with all MPHSC, Mid-Peninsula Housing Management Corporation (MPHMC) and Mid-Peninsula Housing Corporation (MPHC) staff
- Work closely with Services Manager and fellow MPHSC team members
- Communicate regularly with appropriate MPHMC staff working at Program Coordinator's assigned properties

External:

- Work collaboratively with partner organizations at assigned properties
- As requested, meet with representatives of organizations that provide services at assigned properties
- As assigned, participate as a MPHSC representative in relevant local, regional, state and/or national organizations

Essential Job Functions

- Lead service activities assigned by Services Manager
- Support the development and coordination of exemplary resident service programs that include clear standards and guidelines and ensure appropriate implementation of services
- Ensure services facilities and materials are properly maintained, oversee service logistics, ensure computer labs/business centers are appropriately staffed, supported, and maintained
- Support the Services Manager in identifying resident needs and developing resident services' goals and plans based on the identified needs of the residents at assigned properties
- Assist in developing, implementing, managing and evaluating the effectiveness of services
- Support the implementation of resident community associations and other community building activities
- Under the supervision of the Services Manager provide internal and external service referrals to residents
- Under the supervision of the Services Manager delegate appropriate responsibilities to volunteers
- Support the management of internal and external contracts and memorandum of understandings and ensure compliance with all funding requirements
- Complete and manage all assigned reports and timelines accurately and appropriately
- Maintain accurate records and files (including but not limited to entering data and tracking all resident contacts)
- Ensure historical information related to Services is maintained in written form at every property
- Promote MPHSC services internally and externally and represent MPHSC in community groups and other partner organizations as assigned
- Ensure Services Manager is regularly apprised of activities and problems in a timely manner
- Appropriately implement mandated reporting policies and procedures
- Actively participate and support working with others as a team
- Participate in MPHSC peer-to-peer network

- Implement and support all MPHSC and MPHC policies and procedures appropriately and accurately
- Perform other duties as assigned

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and Experience Required and Preferred

- High School diploma or GED required; a Bachelor's degree preferred
- Experience working effectively with people of diverse backgrounds and working with families and individuals in crisis situations
- Willing to learn and committed to improving
- Volunteer or work experience in human services or related field preferred.
- Diverse backgrounds in fields such as business, science, human services, and athletics will be considered.

Communication Skills Required

- Written and verbal fluency in English
- Strong written, oral, and interpersonal skills including public speaking
- Good interpersonal judgment
- Bilingual preferred

Reasoning Ability Required

- Good judgment, discretion, and problem solving skills

Computer Skills Required

- Demonstrated computer skills, proficient in using excel, word processing software, and other needed software

Other Qualifications or Requirements

- Own reliable transportation, possess valid California driver's license, have a good driving record
- Satisfactorily pass background check and fingerprint clearance
- Commitment to the Mission and Vision of MPHSC and MPHC

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.