

YWCA Oahu

Job Title: Program Coordinator

Employment Type: Full-Time

FLSA Status: Exempt

Department: YWCA Fernhurst

Reports To: Senior Program Manager

Job Summary

Responsible for the implementation of case management services for women of Permanent Supportive Housing Program. Work collaboratively with staff team members and community partners to facilitate successful community reintegration for residents. Compassionate, mature minded with strong sense of personal boundaries, team player, self-starter, dependable.

Essential Duties

- • Assist in the development of individual service plans for residents.
- Conduct weekly check in meetings to track resident progress and assist residents in adopting new goals.
- Be available on-site to residents to discuss their needs and concerns
- Investigate violations of program rules and assist program team members in determining appropriate consequences when needed.
- Complete documentation in a timely manner, to include case notes, orientation/exit summaries, recommendation letters, monthly progress reports and other documentation as needed.
- Work collaboratively with staff, interns, volunteers and community partners, including Government agencies.
- Supervise interns and/or volunteers as needed/assigned.
- Attend weekly program team meetings.
- Attend monthly staff meetings and other mandatory meetings.
- Support residents in resolving conflicts and respond to clients in crisis.
- On-call participation for emergency situations.
- Facilitates monthly learning circles and resident meetings.
- Other duties as assigned.
- Resolving Conflicts and Negotiating with Others -- Handling complaints, settling disputes, and resolving grievances and conflicts, or otherwise negotiating with others.

Supervisory Responsibilities

This job has no supervisory responsibilities.

Education

This position requires a high school diploma (or GED or high school equivalence certificate) and 1

year to 4 years of previous experience. A Bachelor's degree is preferred.

Behavioral Characteristics

- • Persistence -- Job requires persistence in the face of obstacles.
- Initiative -- Job requires a willingness to take on responsibilities and challenges.
- Cooperation -- Job requires being pleasant with others on the job and displaying a good-natured, cooperative attitude.
- Concern for Others -- Job requires being sensitive to others' needs and feelings and being understanding and helpful on the job.
- Social Orientation -- Job requires preferring to work with others rather than alone and being personally connected with others on the job.
- Self-Control -- Job requires maintaining composure, keeping emotions in check, controlling anger, and avoiding aggressive behavior, even in very difficult situations.
- Stress Tolerance -- Job requires accepting criticism and dealing calmly and effectively with high stress situations.
- Adaptability/Flexibility -- Job requires being open to change (positive or negative) and to considerable variety in the workplace.
- Dependability -- Job requires being reliable, responsible, and dependable, and fulfilling obligations.
- Attention to Detail -- Job requires being careful about detail and thorough in completing work tasks.
- Integrity -- Job requires being honest and ethical.
- Independence -- Job requires developing one's own ways of doing things, guiding oneself with little or no supervision, and depending on oneself to get things done.
- Social Perceptiveness -- Being aware of others' reactions and understanding why they react as they do.
- Coordination -- Adjusting actions in relation to others' actions.
- Persuasion -- Persuading others to change their minds or behavior.
- Negotiation -- Bringing others together and trying to reconcile differences.
- Instructing -- Teaching others how to do something.
- Service Orientation -- Actively looking for ways to help people.
- Time Management -- Managing one's own time and the time of others.
- Establishing and Maintaining Interpersonal Relationships -- Developing constructive and cooperative working relationships with others and maintaining them over time.
- Assisting and Caring for Others -- Providing personal assistance, medical attention, emotional support, or other personal care to others such as coworkers, customers, or patients.
- Resolving Conflicts and Negotiating with Others -- Handling complaints, settling disputes, and resolving grievances and conflicts, or otherwise negotiating with others.

Reasoning Ability

- •Problem Sensitivity -- The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.
- Deductive Reasoning -- The ability to apply general rules to specific problems to produce answers that make sense.
- Information Ordering -- The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).
- Selective Attention -- The ability to concentrate on a task over a period without being distracted.
- Analytical Thinking -- Job requires analyzing information and using logic to address work-related issues and problems.
- Critical Thinking -- Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Active Learning -- Understanding the implications of new information for both current and future problem-solving and decision-making.
- Learning Strategies -- Selecting and using training/instructional methods and procedures appropriate for the situation when learning or teaching new things.
- Monitoring -- Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.
- Getting Information -- Observing, receiving, and otherwise obtaining information from all relevant sources.
- Making Decisions and Solving Problems -- Analyzing information and evaluating results to choose the best solution and solve problems.
- Scheduling Work and Activities -- Scheduling events, programs, and activities, as well as the work of others.
- Organizing, Planning, and Prioritizing Work -- Developing specific goals and plans to prioritize, organize, and accomplish your work.

Mathematical Skills

- •Basic skills -- Ability to add, subtract, multiply and divide in all units of measure, to calculate rate, ratio and percentage and to draw and interpret bar graphs.

Computer Skills

- •Spreadsheet software
- Word processing software
- Email correspondence and professional etiquette

Certification and Licensing

- Driver's License

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is:

- occasionally exposed to stand; walk; reach with hands and arms; climb or balance; stoop, crouch, or crawl; taste or smell.

Work Environment

The noise level in the work environment is moderate noise.