JOB DESCRIPTION

| **Title** | PROGRAM COORDINATOR/DIRECTOR |
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| **Reports To** | [INSERT TITLE]  |

**Job Purpose**

The Program Coordinator/Director is responsible for the management and oversight of all [Organization Name] programs while maintaining alignment with the organization's Mission, Vision and Values. This includes program development, delivery, and outcomes, infrastructure, staff and volunteer management, promotions and special events, outreach coordination, and various administrative tasks.

This position is accountable for supporting a culturally connected environment by creating opportunities and strengthening relationships in response to the needs of affected communities, both at home and abroad. This involves direct oversight and management of the cultural, trades, recreational, employment, youth and family programs.

**Key Responsibilities**

Key responsibilities include, but are not limited to:

* Engaging with [insert position] and other stakeholders to identify program goals and objectives.
* Evaluating programs and providing feedback to [insert position] and other stakeholders as needed.
* Assisting [insert position] with promotion, fundraising, community meetings, special events, etc.
* Identifying inefficiencies/concerns within each Program and recommending solutions.
* Interfacing, and cultivating relations, with professional, government and community partners.
* Performing HR functions as required/delegated.
* Developing, communicating, and implementing organizational policies, procedures, and guidelines.
* Designing and/or implementing systems for documenting program activity, assessing outcomes and tracking statistics.
* Providing a leadership and mentoring role to the team through training and coaching.
* Scheduling, preparing, and facilitating regular Management Team Meetings and All Staff Meetings
* Completing and distributing program reports as required by the [insert position].
* Ensuring standards are met to maintain confidentiality of all information, files and statistics
* Demonstrating due diligence by inspecting the workplace regularly to ensure the overall safety of the facility, staff, volunteers, clients and observe and adhere to all Occupational Health and Safety Standards, the Human Rights Code and other applicable workplace legislation.
* Assuming duties of [insert position] as required or directed (e.g., during periods of absence).
* Maintaining responsibility for other assigned duties.

**Core Competencies**

* Highly developed ability to articulate a vision to lead and inspire others.
* Effective facilitation, communication, presentation, interpersonal and organizational skills.
* Technically competent, innovative, creative, and initiative focused.
* Willing to delegate and empower and is committed to results.
* Possesses a high level of personal integrity and ethics.
* Deals effectively with government officials, contractors, peers, and the public.
* Stays calm under pressure and is flexible under dynamic conditions.
* Works in a self-directed manner, within a team environment.
* Possesses solid negotiating, problem-solving and analytical skills.

**Key Qualifications**

* A minimum of 5 years of progressive experience in a social services or human services organization.
* Undergraduate degree from a recognized university in the discipline of Social Services, Administration, Human Resources, or related field.
* A comprehensive understanding of the issues facing vulnerable populations.
* Knowledge of relevant legislation
* Comfortable with computer software programs including Microsoft Office Suite.
* Clearance from Correctional Service Canada [Vulnerable Sector Screening]
* Valid [insert province] Driver’s License, maintenance of a good driving record and appropriate insurance.

**Working Conditions**

* Work Shift: [insert standard Days and Times]
* Overtime may be required.
* Office Setting: [onsite/remote/hybrid]
* Travel may be required.
* Sitting, standing, and walking, sometimes for long periods.
* Occasional climbing, bending, lifting, pushing/pulling.
* Repetitive typing and exposure to a computer or laptop monitor, sometimes for long periods.
* Exposure to indoor and outdoor elements including, but not limited to, artificial light, natural light, sun exposure, recirculated air, natural air, wind, rain, snow, heat, cold, noise, vibration, etc.