



Program Coordinator II

Adult Services | Lancaster, CA | Full Time

JOB DESCRIPTION

About Us:

VOALA

Helping Our Most Vulnerable Change Their Life Stories

Volunteers of America Los Angeles is a non-profit human services organization committed to serving people in need, strengthening families, and building communities. VOALA provides a variety of social services to Los Angeles area communities such as Head Start programs, Upward Bound college prep programs, veterans' services, homeless shelters, low-income housing program as well as drug and alcohol rehabilitation. Learn more at www.voala.org.

JOB SUMMARY AND PURPOSE

The Program Coordinator II provides experience-based competencies and administrative assistance to further efforts of the program staff to fulfill the contracted goals and objectives.

DUTIES AND RESPONSIBILITIES

- Achieve grant objectives by supervising the program staff, providing expertise, and monitoring service delivery, while providing information to the Director, highlighting progress in reaching goals;
- Coordinate day-to-day operations of program service providers, overseeing intake, creation of service plans and delivery of services to clients;
- Conducts weekly case conferencing and monthly case files audits to assure participant records are complete and accurate;
- Monitor program compliance to VOALA policies and required procedures; maintains documentation of all program procedures;
- Assist Director with implementing policies, procedures and forms that facilitate the effective operation of intensive case management and delivery of high-quality services – train and mentor staff;
- Coordinate outreach and collaboration efforts with community partners and stakeholders
- Other duties as assigned

Qualifications

REQUIREMENTS:

- Must be able to pass a fingerprint clearance, background check, including criminal history, personal references, employment and education verifications

EDUCATION:



- Strong knowledge of case management ethics, HIPAA, Programmatic standards of operation and clinical engagement, clinical documentation methods, client focused ideology.

TECHNOLOGY SKILLS:

- Proficient Microsoft Office Suite: Outlook, MS Word, PowerPoint, Excel. Familiarity with Database and report generation.

SKILLS AND ABILITIES:

- Strong written and oral communication skills
- Must be flexible and willing to work weekends/evenings as necessary
- Proven Expertise in relevant subject matter
- Able Public Speaker
- Able to provide valuable expertise to senior management while mentoring junior staff
- Able to organize and schedule team's caseload, support efforts of subordinates towards program goals
- Ability to coach and mentor staff
- Demonstrated ability to perform under circumstances of possible emotional stress and conflict, including dealing with un-cooperative clients.
- Ability to safely and successfully perform the essential job functions consistent with the ADA, FMLA, and other federal, state, and local standards, with or without reasonable accommodation, including meeting qualitative and quantitative productivity standards.
- Ability to maintain regular, punctual attendance consistent with ADA, FMLA, and other federal, state, and local standards.

COMPETENCIES:

- Build rapport with those encountered in all aspects the work day.
- Build trust, act trustworthy
- Active listening (reflective listening)
- Follow instructions and VOALA procedures
- Apply principles of client-centered, strength-based counselling (including the principles of the recovery model and trauma-informed practice)
- Able to identify successes, challenges, and barriers impacting the completion of plans prepared for clients.
- Apply principles of professional boundaries and ethics to on the job situations
- Able to de-escalate threatening/volatile situations with clients, or in the workplace

PREFERRED QUALIFICATIONS:

- Master of Social Work or discipline related to Program services
- Prior experience as a supervisor or team leader managing (5) or more individuals
- Experience with managing public contacts (e.g. HUD ESG, SAMHSA)
- Experience with report development for public funders
- Knowledge about community resources
- Experience with HMIS and other relevant databases used by partner service providers
- Ability to work with people from various backgrounds and/or limited English capabilities

Volunteers of America is an Equal Opportunity/Affirmative Action employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex including



take any action against you, including terminating your employment.

APPLY FOR THIS JOB

SHARE    

YOUR CONNECTIONS

Bridget Salinas



You

NOT THE RIGHT JOB?

[JOIN OUR TALENT NETWORK](#)

[RETURN TO VOLUNTEERS OF AMERICA LOS ANGELES](#)

POWERED BY
JOBScore
APPLICANT TRACKING