



JOB DESCRIPTION

Job Title: Program Coordinator
Reports To: Center for Women & Children Manager

Department: Programs
FLSA Status / Salary Grade: NE/Exempt/BFOQ

Location: 224 Macdonald Ave.

Date Revised: June 2021

BI-LINGUAL (Spanish) PREFERRED

SUMMARY OF POSITION:

The Program Coordinator position specializes in Biblical/recovery counseling and program coordination for residents that are seeking recovery from substance/chemical dependence, domestic violence and/or other life-controlling problems. It is the responsibility of the Program Coordinator to assist with residents' needs, develop an individual recovery plan (IRP) that encompasses counseling, case management and collaboration with other appropriate services to facilitate growth towards healthy and addiction-free independence. Counseling is Biblically based and addresses life skills, physical health, substance abuse/recovery, housing, employment, legal and mental/emotional needs and services. The Program Coordinator will assist in maintaining a peaceful, hospitable, safe, transforming and supportive environment, which reflects the vision of the Bay Area Rescue Mission (BARM). The position will focus on residents' growth and success, quality of counseling notes and how the notes generate action to empower the residents to change their world.

DUTIES & RESPONSIBILITIES:

Administrative

- ❖ Provide support and supervision of program residents in accordance with the Standard Operating Procedures.
- ❖ Develop IRP with the resident. These goals are to be Specific, Measurable, Attainable, Realistic and Timely.
- ❖ Document and keep accurate, up-to-date records of residents' progress.
- ❖ Develop curriculum/letters/reports/forms and enter demographics into a database program (SPERO).
- ❖ Collaborate with RA staff, regularly meet with supervisor, attend staff meetings and other continuing education seminars as required.
- ❖ Able to fulfill all duties of the Resident Assistant, filling in as needed.
- ❖ Work effectively and cooperatively with other department staff/leaders and conduct tours of BARM facilities.

Ministry

- ❖ Take opportunities to share the gospel of Jesus Christ and provide prayer support as available or requested.
- ❖ Provide Christ-centered counseling and program coordination, which includes case management, screening, intake, assessment, orientation, IRP development, etc. Demonstrate empathy, compassion, respect, hope, encouragement, active listening skills, confidentiality and ethical standards.
 - a. Interview individuals who desire to be part of BARM program, evaluate the information collected and make appropriate referral within BARM or to other community program.
 - b. Conduct new resident registration and orientation packet. Complete the assessment and IRP. Ensure that the potential resident has read and understands all house rules and signs the required consent forms.
 - c. Submit all IRPs to supervisor for approval.
 - d. Maintain a caseload of residents, providing counsel and procuring services to facilitate growth and development. Identify resident needs and goals, develop and implement the IRP, linking with community resources through a referral process, to meet those needs and goals. Maintain roster, current files, and case notes for each resident.
 - e. Meet with resident approximately once every week to schedule internal and external meetings/appointments and monitor their progress within the IRP.
 - f. Provide Biblically based counsel using the five-stage interview structure and basic attending/listening skills to stimulate growth, making decisions, problem solving skills, encourage positive change, and increase the resident's competence and autonomy.
 - g. Ensure that IRPs are accurately maintained and passed from one Program Coordinator to the next in a timely manner.
- ❖ Meet weekly with program team and conduct reviews of all IRPs to evaluate the plans are relevant, comprehensive and effective.
- ❖ Organize and facilitate structure classes/groups as assigned with the goal of providing Biblical growth, recovery support, information and development.
- ❖ Perform drug testing or breathalyzer administration and fulfill other program-related tasks.
- ❖ Document accidents/incidents/write-ups in an accurate and timely manner and submit reports promptly to supervisor.
- ❖ Transport residents to appointments including court hearings, doctors and community agencies as necessary.
- ❖ Provide access to medication and monitor in accordance with house policies and procedures.
- ❖ Respond to and diffuse situations before escalation and handle disputes/altercations exhibiting Christ-like behavior to all parties involved.
- ❖ Able to handle emergency/crisis, determining the risks of harm to self and others, responding to the situation in a professional manner.
- ❖ Perform random checks of residents' belongings and rooms inspection upon entrance, during their stay, and exit of property.
- ❖ Able to recognize and deal compassionately with substance abuse and mental health issues.
- ❖ Advise residents of policies, enforce policies, and standards of the BARM.
- ❖ Participate/cooperate with CFS and/or the court system as required (complete police reports, testify in court, etc.)
- ❖ Mandated reporter for children under the age 18 regarding physical, sexual, and emotional abuse and neglect.
- ❖ Handle emergency procedures appropriately as outlined in the Standard Operating Procedures.
- ❖ Flexible to work other shifts as needed for holidays, sick, vacation time, camp, special events, etc.



JOB DESCRIPTION

- ❖ Interact and train volunteer/intern involvement.
- ❖ Perform other duties as requested.

SKILLS & QUALIFICATIONS:

- ❖ Committed Christian, able and willing to model servant-leadership and interested in being part of a ministry for the poor, homeless, drug addicted and mentally ill. Grounded in the Christian faith as a mature, active member of the body of Christ. In accordance with the BARM Statement of Purpose, Statement of Vision and Statement of Faith.
- ❖ Strong Interpersonal skills - exercise compassion and discernment while modeling the teachings of Jesus Christ.
- ❖ Able and willing to honor the leadership, chain of command, standards and ministry objectives of BARM.
- ❖ Computer literate (Word, Excel, Database, Outlook); able to complete documents, reports and accurately record information. Willing to continue education as needed or required.
- ❖ Excellent communication skills: written, verbal and instructional.
- ❖ Excellent resource acquisition, negotiation, and coordination abilities.
- ❖ Must have a teachable spirit and the ability to multi-task, listen, and follow instructions.
- ❖ Minimum four years of sobriety, if in recovery.
- ❖ Insightful, trustworthy, honest, reliable, model appropriate boundaries, and strong work ethic.
- ❖ Bi-lingual: Spanish/English preferred
- ❖ Valid California driver's license– required. Class B (preferred) with driving record acceptable to insurance carrier – required.
- ❖ CPR/First Aid certification – preferred.
- ❖ Yearly TB clearance – required.
- ❖ Criminal background check / Life Scan clearance – required.

WORKING CONDITIONS/PHYSICAL FACTORS:

Occasionally = 1%-33%; Frequently = 34%-66%; Continuously = 67%-100%

- ❖ Work is primarily indoors and will require climbing three flights of stairs, sitting, standing, bending, reaching, and going from building to building – *frequently*.
- ❖ Carrying up to 40 pounds up and down stairs three flights of stairs – *occasionally*.
- ❖ Requires working with a diverse population, many of whom struggle with homelessness, addiction and mental illness – *continuously*.
- ❖ Environment will be odorous due to lack of personal hygiene and intoxication of guests – *frequently*.
- ❖ Requires a sustained level of high energy, stamina, and the ability to move about all of the facilities on a regular and ongoing basis – *frequently*.
- ❖ Involved in the collection of urine specimens – *occasionally*.
- ❖ Requires the ability to hear, see, and speak clearly – *continuously*.

EQUIPMENT/TOOLS USED:

- ❖ Computer (Word, Excel, Database, Outlook, Internet), Copier/printer, Phone, Fax, Breathalyzer, and Drug Testing Kit.

EDUCATION/EXPERIENCE:

- ❖ Bachelor's degree in Social Work, Human Service, Addiction Studies, Mental Health, Pastoral Counseling or related field – preferred.
- ❖ 2+ year's prior related experience or any equivalent combination of education and experience.
- ❖ Certified or license substance abuse counselor – required. If not, be willing to continue education towards certification.

Requirement:

The Bay Area Rescue Mission is a privately funded 501 (c)3 non-profit, evangelical Christian ministry. Our designated purpose is religious and we are a Christ-centered ministry which is dedicated to sharing the Gospel and helping the homeless and impoverished. We consider every position to be essential in the fulfillment of our ministry and Statement of Purpose. As such, each employee must have a relationship with Jesus Christ as their personal Savior and Lord. All employees must:

- Be able and willing to share the Gospel and participate in all of the ministry activities of the Bay Area Rescue Mission;
- Subscribe to the Bay Area Rescue Mission Statement of Faith and Qualifications for Employment upon hire and continuously while employed;
- Adhere to the Bay Area Rescue Mission Employee Handbook.

My signature below acknowledges that I have read and understand the job description as described herein and I can perform that which is required under Working Conditions/Physical Factors unless otherwise noted. I understand that this job description is not all-inclusive and that employment is at-will.

Signature

Printed Name

Date