



JOB OPENING

Posted On: December 6, 2022

Assistant Program Coordinator

Position Summary

Garland Oaks, a ministry of Street Hope TN, seeks to hire an Assistant Program Coordinator who will be responsible for ensuring the smooth day-to-day functioning of Garland Oaks.

This position is a leadership role and will model healthy and loving relational boundaries in a home environment where residents have the space to grieve their past trauma, heal from their brokenness and learn successful life skills. The Assistant Program Coordinator will model a high level of discernment, integrity, hospitality, time management and a life dedicated to serving others.

This position is ultimately responsible for helping to establish and maintain workplace/home culture where residents and staff can flourish to the glory of God.

Please Note: This is a high workload with on call responsibility position. Candidates must be up to working hard, being committed, and focusing on teamwork and leadership. Understanding and aptitude for the operation of a 24 hour, 7-day a week program and the flexible schedule that accompanies such is required.

**This position will be required to work 8-12 hour shifts as outlined with the director. One Sunday a month will be required. You may be required to work on a holiday but will be provided with an alternative time off on a later date.*

Principle Duties

Staff Responsibilities

- Greet each employee as they arrive for a shift, and confirm she is aware of designated responsibilities; provide encouragement and evaluate job performance in a personal setting when necessary
- Assist direct care staff by coaching, counseling, and disciplining through monitoring and appraising job performance as requested by the Program Coordinator
- Help foster a spirit of teamwork and unity among staff
- Assist with staff meetings regularly at the request of Program Coordinator
- Maintain timely and effective communication with all staff and supervisors

Start Date: December 2022

Hours: Full Time / Exempt

Location:

Blount County (undisclosed location)

Organizational Relationships:

Director of Restoration Services

Education: High School diploma or equivalent



Assistant Program Coordinator

Policy and Procedures

- Ensures quality of care by developing and interpreting direct care procedures
- Provide oversight and direction to staff in accordance with the organization's policies and procedures
- Maintain and ensure home is always meeting best practices of a trauma-informed facility

Program / Administrative

- Act as an ambassador of the safe home at all times
- Maintain the quality, consistency, and integrity of the program
- Help maintain adequate records on the administrative and fiscal operating of the program
- Maintain and ensure proper organization in each area of the home
- Ensures a pleasant home life environment in all outlets by collaborating with other staff members to meet hospitality goals
- Assists in maintaining a clean, safe, and orderly environment by conducting walk-throughs, promptly reporting security or maintenance issues, and carrying out cleaning duties as needed
- Assist with the preparations of bedrooms and supplies when new residents are moving into Garland Oaks
- Ensures the medication cabinet is organized, clean and properly stored according to policy
- Ensures that all expired and discontinued medications are properly disposed of
- Assist in conducting monthly emergency drills and maintain documentation
- Coordinate and oversee program calendar for all staff
- Assist with the planning and scheduling of weekly recreational activities for residents out in the community, assisting with outings as needed
- Obtain food safety certification and train other staff as needed
- Maintain all therapy animal certification policies and paperwork
- Serve as a liaison between Garland Oaks and technology providers
- Assign overnight staff tasks lists
- Assist with the coordination of Volunteers
- Assist with Garland Oaks therapy dog as needed
- Answer phones, and assist staff, residents and volunteers with any logistical concerns and issues

Relationships with Residents

- Demonstrate healthy emotional, physical, and spiritual behaviors and boundaries with the residents
- Build and maintain a positive and trusting rapport with residents and staff
- Develop a relationship with each resident, actively listen to them and offer individual counseling and support
- Create a gentle and loving environment where residents feel heard while expressing their unique identities

Assistant Program Coordinator

- Handle extremely sensitive, confidential information in a professional and responsible manner
- Protect residents' confidential information adhering to all applicable laws/statutes/policies related to access, maintenance, and dissemination of personal information

Supervision and Care for Residents

- Closely provides direct and continuous supervision of Garland Oaks residents in accordance with policy and procedure that promote a safe, secure, and nurturing environment for residents and staff
- Help maintain the structure at Garland Oaks by assisting residents through a pre-planned daily schedule
- Work with other staff members to provide structure and consistency
- Assist with morning routine including, but not limited to, breakfast, self-administered medication distribution, and helping residents start school on time
- Supervises and provides instruction of all daily activities (e.g; bathing/showering, personal hygiene, etc.) to maintain physical cleanliness and hygienic conditions of home
- Supervises structured and leisure activities of the residents, including preparing residents for various group and individual activities, such as group therapy, fitness, chores, IL classes and electives
- Coordinate and execute birthday, holiday celebrations and other special events at Garland Oaks including, but not limited to Spirit Week, Olympics, Friday night fellowships, etc.
- Ensure that each child is properly fitted for shoes and clothing
- Assist with resident banking. Such as, to cash allowance checks, distributing resident funds and collecting/submitted receipts
- Administers behavior management programs and handles discipline according to policy
- Monitors residents for changes in behavior that may indicate potential crisis situations in accordance with facility guidelines and alerts other staff as appropriate
- Intervenes, when necessary, in crisis situations in accordance with policy and procedure guidelines.
- Submits information to Clinical Team on the more serious disciplinary actions and in accordance with facility policy/procedures
- Reports all observances of unusual behaviors or resident's physical and mental health to Clinical Team immediately
- Know any special health needs of children (e.g. allergic reaction to bee stings, medicines, special medicines needed, etc.). Ensure required medication is taken at the proper time and in the prescribed amount

Assistant Program Coordinator

Compliance Responsibilities

- Comply with all State and National Standards of Accreditation and Certification
- Prepare for and participate in all reviews, audits, and surveys of the agency
- Ensure all activities within the agency conducted within the guidelines and regulation of Federal HIPAA requirements

Education, Experience, Other Qualifications:

A. Education

- High school diploma or equivalent, Bachelor's preferred
- Knowledge of the Department of Children's Services policies and procedures, at an intermediate level, used daily in the work environment

B. Experience

- 3 years Administrative/Management experience
- Experience working with youth with emotional and behavioral challenges
- Experience in crisis prevention, intervention, and conflict resolution skills

C. Character and Skills

- Proven multi-tasker
- Ability to maintain and document numerous details on multiple on-going projects
- Excellent interpersonal skills and the ability to maintain a positive collaborative relationship among staff
- Excellent organizational skills and ability to work under pressure
- Proven crisis management skills
- Flexible with scheduling according to program needs
- Culturally sensitive in the work environment
- Demonstrate warmth and empathy when working with children and families
- Demonstrate critical thinking, at an intermediate level, in the work environment

Assistant Program Coordinator

- Proficiency with Microsoft Office Suite (Word, Excel, PowerPoint, and Outlook), and other related technologies and programs
- Able to make decisive, quick, and professional judgments related to information and critical decisions during a crisis
- Excellent interpersonal skills and the ability to maintain a positive collaborative relationship among staff
- Culturally sensitive in the work environment
- Ability to demonstrate warmth and empathy when working with children and families
- Ability to demonstrate critical thinking, at an intermediate level, in the work environment

D. Spiritual

- Deep faith in and abiding walk with Christ, understanding of Biblical principles and of the hope, healing, and redemptive work of Christ
- Growing spiritual life, with the desire to bring honor and glory to the Lord at Garland Oaks as well as outside the home
- Agreement with and adherence to our Statement of Faith (The Lausanne Covenant)

E. Other

- Be capable of picking up at least 15 lbs. and climbing stairs
- Must meet criminal background check requirements
- Must maintain employment eligibility status
- Provide Garland Oaks with all appropriate background and clearance documents as required by state and federal laws
- Once hired, successfully complete the prescribed courses of training

F. Travel

- Must possess a valid Tennessee driver's license



This job description in no way implies that the duties listed are the only ones the employee will be required to perform. The employee may be expected to perform other tasks, projects, and training as requested by his or her supervisor.