



## Discovery House Family Violence Prevention Society

### Position Description

**POSITION TITLE:** Program Coordinator | Permanent Full-time

**REPORTS TO:** Manager, Programs and Clinical Services

**POSTING DATE:** August 31, 2018

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Discovery House is a trusted, dynamic Calgary agency devoted to the safety and well-being of women with children leaving domestic violence. We offer stability, hope and opportunity through long-term residential and individualized community support which result in healthier families and stronger communities.

#### **COMMON PURPOSE**

All employees have a responsibility to carry out the vision, mission, and values of Discovery House while adhering to all Agency policies and procedures. Paramount to this responsibility is demonstrating a 'client-focused' approach to all aspects of Discovery House operations and a willingness to cooperate with all Discovery House staff and volunteers in translating these emphases into the planning and delivery of all programs and services.

#### **POSITION OVERVIEW**

The Program Coordinator supports all programs at Discovery House and is responsible for coordinating the services of frontline workers in support of clients' needs. Specific accountabilities may include administrative duties, program coordination and evaluation.

#### **PRIMARY DUTIES AND RESPONSIBILITIES**

Reporting to the Manager, Programs and Clinical Services, the Program Coordinator performs the following duties:

##### *Administrative Coordination*

In charge of administrative aspects of the program, including but not limited to:

- Support Human Resources on program-specific onboarding tasks for front-line staff
- Coordinate team and frontline leadership meetings
- Coordinate, track and distribute vouchers, bus passes, gift cards, etc. for clients
- Coordinate between frontline workers and management to ensure subsidy cheques are prepared and signed, vendor cheques are prepared and delivered, and professional development cheques are delivered.
- Coordinate and maintain team leads and frontline staff month end reports and monthly professional development and training
- Maintain updated records of frontline staff emergency contacts
- Develop and maintain forms and records to document program activities
- Monitor monthly expenses and mileage of frontline staff
- Oversee implementation of IVRnet

*Program Coordination*

- Monitor all budgeted program expenditures within scope and review with appropriate management
- Ensure all program information is accessible and client file documentation is appropriate
- Oversee Community Housing Program accreditation process and ensure all policies are in place and communicated to applicable program staff (done once every X years)
- Coordinate and track staff training opportunities and scheduling
- Coordinate Neighbourlink/Transition to Home & Infant Care Under 2 Programs, and identify other resources to support families
- Respond to community requests for program information
- Contribute to requested reports for management, steering committee and for funders

*Program Evaluation*

- Ensure the program targets are on time, within budget and at a reasonable quality
- Coordinate with evaluation team to ensure frontline staff are up to date in Outcome Tracker
- Coordinate with evaluation team and management regarding reporting requirements

*Other duties*

- Attend regularly scheduled one-on-one meetings with immediate supervisor
- Attend regularly scheduled program team meetings
- Attend staff meetings and stakeholder meetings as required
- Submit expense records once a month, if appropriate
- Other duties as assigned

*Professional Competence*

- Be aware of policies, procedures, of Discovery House and be cognizant about how these should be implemented or adhered to.
- Maintains confidentiality of client, program and agency information as appropriate
- Demonstrate professional attitudes, characteristics and practices
- Establish and maintain professional relationships with colleagues
- Maintain on-going professional development
- Participate in the development of a healthy and safe working environment
- Promote Discovery House's image by acting as an ambassador of the agency

**QUALIFICATIONS AND SKILLS REQUIRED TO ACHIEVE THE OUTCOMES**

*Knowledge*

- Knowledge of qualitative and quantitative social science research methodologies
- Understanding of domestic violence as a clinical and social issue
- Understanding of the Housing First Model
- Knowledge of community resources

*Skills*

- Strong analytical skills
- Strong organizational and multi-tasking abilities
- Strong group facilitation skills



- Creative problem solving skills
- Strong written and oral communication skills
- Demonstrated ability to work independently and as part of a team
- Strong facility with Microsoft Office, Internet, data bases such as Outcome Tracker and/or HMIS
- Ability to maintain confidentiality
- Detail oriented

*Personal Characteristics*

- A positive attitude, high energy, creativity, and flexibility
- A genuine commitment to the mission, vision, values and work of the agency

*Educational Qualifications and Experience*

- Bachelors' degree in the Social Sciences or related field
- Experience in program monitoring and evaluation
- Experience with various electronic data bases required

*If you think we'll be a great fit, please send your resume to [careers@discoveryhouse.ca](mailto:careers@discoveryhouse.ca) using "Program Coordinator" in the subject field and we'll be in touch.*