



BLAIR COUNTY HEAD START

POSITION DESCRIPTION

NAME:
JOB TITLE: Planning and Development
Coordinator ~~Specialist~~

DEPARTMENT:
Program Design
& Management

FLSA STATUS: Non-Exempt
PAGE: 1

OVERALL PURPOSE OF JOB:

This position is responsible to support the Head Start program, CABC, through the completion of special projects related to funding, public relations, internal operations, community assessment and quality improvement.

CORE ORGANIZATIONAL SUCCESS FACTORS:

1. COMMUNICATION

PERFORMANCE MEASURES:

- Openly communicates necessary information with accuracy in a timely manner. Check e-mail and voicemail daily and use basic word processing and company management systems. (i.e. Child Plus) to create written communication.
- Refrains from divulging confidential information regarding students, families or employees.
- Prepares legible documentation.
- Effectively listens and completely reviews documentation before commenting.
- Communicates all information, opinions, and ideas in a positive manner including on social media.

2. CUSTOMER SERVICE

PERFORMANCE MEASURES:

- Is aware of the potential impact of own attitude and behaviors and makes appropriate adjustments to assure that communication and services are purposeful and appropriate.
- Demonstrates knowledge of how different parts of the organization fit together when providing service to clients.
- Recognizes the successes of staff and clients.
- Responds to internal and external customer service inquiries in a timely manner.

3. PROFESSIONALISM

PERFORMANCE MEASURES:

- Demonstrates respect, honesty, integrity, and fairness to all.
- Gains knowledge to ensure competency which leads to professionalism.
- Demonstrates a willingness to use knowledge gained and to distribute it to others.
- Follows work procedures, policies, and the Head Start service plan Head Start Program Performance Standards.
- Represents agency in a professional manner when attending any agency program or event.

4. RESPONSIBILITY/ACCOUNTABILITY

PERFORMANCE MEASURES:

- Makes rational decisions and is answerable for those decisions.
- Attends work, meetings, and appointments regularly and on-time.
- Completes follow-up/follow-through with assignments and decisions.
- Maintains responsibility and accountability for program resources such as time, money, equipment, etc.
- Follows all policies and procedures in Employee Handbook.
- Follows Recognizing Child Abuse and Mandated Reporter procedures.

5. TEAMWORK

PERFORMANCE MEASURES:

- Strives to be "solution-focused" rather than "problem-focused" and presents recommendations that best meet the needs of clients, the organization, and community.
- Maintains constructive team relationships, coordinates effective goals, and identifies/plans ways to effectively work together with other team members.
- Demonstrates flexibility and adaptability to change.

CORE ORGANIZATIONAL SUCCESS FACTORS:

1. COMMUNICATION

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- Demonstrates knowledge of how different parts of the organization fit together when providing service to clients.
- Recognizes the successes of staff and clients.

3. PROFESSIONALISM

PERFORMANCE MEASURES:

- Demonstrates respect, honesty, integrity, and fairness to all.
- Gains knowledge to ensure competency which leads to professionalism.
- Demonstrates a willingness to use knowledge gained and to distribute it to others.
- Follows work procedures, policies, and the Head Start service plan.

4. RESPONSIBILITY/ACCOUNTABILITY

PERFORMANCE MEASURES:

- Makes rational decisions and is answerable for those decisions.
- Attends work, meetings, and appointments regularly and on-time.
- Completes follow-up/follow-through with assignments and decisions.
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- Gather and summarize feedback from HS staff related to self-assessment through the DST process.

4.5. Engage program staff in the Manage Community Assessment process through the identification of needs, strengths and resources

PERFORMANCE MEASURES:

- In consultation with ~~HS~~ Director, engage the Quality Assurance & Planning Team, including Head Start management, in the program's Community Assessment analysis to occur once within the five year grant period.
- Review and Update update community assessment ~~with current/relevant data~~ on an annual basis ~~and conduct full community assessment every three years~~ and conduct full community assessment every three years.
- Identify collaborating agencies to ease the collection of data or to increase the usefulness of the data collected.
- Engage management team and other designated staff in the data collection process and analysis process.
- Engage management team and other designated staff in data collection process and analysis process
- Provide revised/updated community assessment ~~summary~~ to the Executive Director by September 1 of each year.

5.6. In cooperation, Coordinate with HS Director and HS Management team, to ensure the completion of the program's Training & Technical Assistance Plan.

PERFORMANCE MEASURES:

- Work with ~~HS~~ Management Team and Fiscal to complete new T&TA Plan to be submitted annually with the HS federal grant.
- Review ~~Monitor and update~~ T&TA Plan with HS Management Team and ~~PAM~~ on a quarterly schedule, and as needed, throughout the program year.

6.7. Develop and distribute various, Manage surveys and report results.

PERFORMANCE MEASURES:

- In cooperation with the Healthy Blair County Coalition, distribute Household Survey to be completed by November date designated by the Coalition of each year, ~~if applicable~~.
- Quality Improvement Survey completed once each school year.
- Program Options survey completed by May of each year.
- Co-ordinate with Staff Development Coordinator and Management Team to conduct a staff survey annually at the end of the program year.

7.8. Chair the Procedure Review Committee.

PERFORMANCE MEASURES:

- Annually, maintain an accurate record of existing procedures, procedures that need to be reviewed and procedures that have been reviewed.
- Serve as main contact point for all new and revised procedures for updating on server and coordination of publication to agency website.

8.9. Coordinate Direct Service Team meeting process for program.

PERFORMANCE MEASURES:

- Annually, work with management team to create DST team structure and Shepherd assignments assignments.
- Initiate creation of DST agenda ~~monthly~~ with management team.
- Ensure distribution of agenda/materials to Shepherds and DST teams ~~monthly~~.
- Facilitate ~~Consolidate~~ DST ~~Debriefing~~ Debriefing meetings, ~~feedback~~ following all DST meetings and ~~record~~ minutes. And ~~distribute applicable information~~.

10. Manage and Monitor CABC Website.

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Comment [EP4]: I put this in there because since Terry has come on board and we have taken a team approach to the T&TA Plan, I've worked with her and the HS Management team to ensure the plan's completion and submission with the federal grant.

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Comment [EP5]: Previously we conducted

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Comment [EP6]: We used to have a

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- Serve as point of contact for agency's public website needs i.e. troubleshooting, changes, revisions, etc.
- Act as liaison between agency and website vendor as needed.
- Provide, update and revise content for agency public website i.e. news, photographs, etc.
- Assist with management of employee website i.e. document management, posts, etc.

9.11. Attend required meetings and trainings.

PERFORMANCE MEASURES:

- Attend 95% of all meetings.
- Be prepared and participate.

OTHER DUTIES OF JOB

1. Assist where needed with written documents.
2. Assist with coordination of DST meetings.
3. Assist with the Program Planning calendar.
- 4.3. Prepare of PowerPoint presentations as required.
- 5.4. Assist with preparation of various staff training events.
- 6.5. Perform other related duties as required.

SUPERVISION RECEIVED

Supervision is **typically** received from the Executive Director.

SUPERVISION ADMINISTERED

This position **typically** does not require the supervision of staff.

QUALIFICATIONS

EDUCATION

- High School Diploma required
- Bachelor Degree in public relations, communications, or marketing related field.

EXPERIENCE AND/OR TRAINING

- Experience or knowledge of grant writing and human services required.

LICENSES OR CERTIFICATIONS

- Valid Driver's License
- Act 33/34/73, 34, 83, 151 Clearances

MENTAL DEMANDS

- Concentration/Attentiveness
- High level of decision-making (major impact on employer)
- High level of record keeping
- Independent judgment and discretion
- Manage multiple projects/tasks
- Respond to angry/upset individuals
- Read and comprehend instructions/work orders

PHYSICAL DEMANDS

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- FREQUENTLY INCURRED** (25 – 75% time on job)
Bend/Reach, Hear, Lift/Move up to 10 lbs., Operate a Vehicle, See, Sit, Use of Hands to Type or Handle Objects, Walk

PERSONAL PROTECTIVE EQUIPMENT

This position typically does not require the use of personal protective equipment.

WORKING CONDITIONS

This position typically requires work in a normal office environment.

TOOLS AND EQUIPMENT

- Use various office equipment, i.e., copier, fax, ~~shredder~~, printer, etc.

KNOWLEDGE, SKILLS, AND ABILITIES

PROBLEM-SOLVING SKILLS

- Identify problems, inform others, and provide information to assist with solving the problem.

VERBAL COMMUNICATION SKILLS

- Use verbal skills to communicate with co-workers or customers.
- Use verbal skills to transfer information to groups.
- Use verbal skills to transfer information to large groups and/or influence others.

WRITTEN COMMUNICATION SKILLS

- Complete and maintain documentation/records.
- Prepare business documents, ~~client case notes~~, technical reports, ~~manuals~~, articles, financial reports, etc.
- ~~Review and approve documentation, reports, and records as completed by subordinate staff.~~

MATH SKILLS

- Addition, subtraction, multiplication, division, percentages, ratios

COMPUTER SKILLS

- Database/Contact Management Software
- Desktop publishing
- Internet/E-mail
- Presentation software
- Spreadsheet software
- Word processing software
- ~~ChildPlus~~

OTHER CHARACTERISTICS

- Follow established confidentiality policy, safety standards, or applicable regulations
- Knowledge of customer service best practices
- Leadership and ~~supervisory~~ project management skills
- Organizational skills

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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I have read the above position description and fully understand the requirements set forth therein. I can perform the essential functions of the position with or without accommodation. I will perform all duties and responsibilities to the best of my ability.

Signature of Employee

Date

Signature of Supervisor/HR Representative

Date

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