

## NEIGHBORHOOD PLACE OF PUNA

*To Nurture, Strengthen, and Celebrate Ohana*

[www.neighborhoodplace.org](http://www.neighborhoodplace.org)

16-105 'Ōpūkaha'ia St.  
Kea'au, HI 96749

ph: (808) 965-5550  
fx: (808) 965-5109

### Family Resource Center Program Coordinator

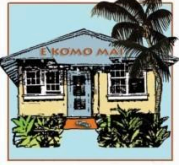
**Job Title:** Program Coordinator  
**Department:** Family Resource Center (FRC)  
**Reports To:** Director of Family Programs  
**FLSA Status:** Exempt  
**Created On:** December 2023 (updated March 2024)  
**Approved By:** Paul Normann, Executive Director

#### Position Summary:

Under the supervision of the Director of Family Programs (DFP), the Program Coordinator is responsible for: (1) Collaboration with the DFP in Researching, Proposing, Initiating, and Developing FRC programs to support families. (2) Leading and supervising a mission driven and family focused Family Resource Center staff. (3) Providing timely reports, reliable data, and compliance with contract requirements. (4) Networking with community and service providers to be knowledgeable of available resources. (5) Employing a Compassionate, Holistic, Family Focused, Strength Based and Trauma informed model for service and program delivery.

#### Essential Functions:

- Participate in the development and implementation of FRC programs based on needs and best practices.
- Implementation, and enforcement of relevant policies and procedures for effective program/service delivery.
- Assists in the development of Program QA standards and measures.
- Assist in program budget development, implementation, and tracking.
- Identifies, tracks, and reports pertinent data and information regarding program performance.
- Apprises the Director of Family Programs of organizational performance, trends, needs and challenges.
- Seeks necessary Director of Family Programs approval as needed and required.
- Participates in staff recruiting, screening, hiring and onboarding.
- Provides training, supervision, coaching, and field shadowing.
- As appropriate, delivers program services.
- Communicates and cultivates stakeholder, member, and community support, awareness, and participation.
- Participates in Fundraising, Advocacy, and Member recruitment.



## NEIGHBORHOOD PLACE OF PUNA

*To Nurture, Strengthen, and Celebrate Ohana*

[www.neighborhoodplace.org](http://www.neighborhoodplace.org)

16-105 'Ōpūkaha'ia St.  
Kea'au, HI 96749

ph: (808) 965-5550  
fx: (808) 965-5109

- Participates in staff meetings and training.
- Maintains an accurate calendar, and practices a high level of professional and responsive communication.
- Is Flexible and dependable; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies the appropriate person with an alternate plan.
- Perform other duties assigned.

### **Supervisory Responsibilities:**

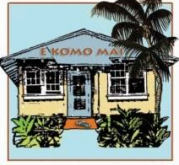
The Program Coordinator will be responsible for directly supervising assigned FRC staff. Supervision includes fortnightly individual coaching, case conferencing, performance evaluations, team meetings, field shadowing, and Quality Assurance Assessments with members/clients. Supervision can also include implementing the NPP performance improvement process.

### **Education/Experience:**

- High School Diploma required, Associates or Bachelor's Degree in the Human services or related field is preferred.
- A minimum of 2 years of experience serving vulnerable and challenged individuals required.
- Experience with Program Leadership and Supervision preferred
- Experience with data collection and written reports a plus
- Knowledge of Community and population NPP provides services too
- Proficiency in basic computer skills, including word processing, spreadsheet software, email, and internet navigation
- Second language a plus

### **Competencies:**

- Judgment - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.
- Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.
- Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.
- Proven experience in coordinating/organizing programmatic and community activities a plus.



## NEIGHBORHOOD PLACE OF PUNA

*To Nurture, Strengthen, and Celebrate Ohana*

[www.neighborhoodplace.org](http://www.neighborhoodplace.org)

16-105 'Ōpūkaha'ia St.  
Kea'au, HI 96749

ph: (808) 965-5550  
fx: (808) 965-5109

- Proven ability to Problem Solve - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.
- Self Development Skills - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.
- Oral Communication - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.
- Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

### **Qualifications:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **Language Skills:**

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

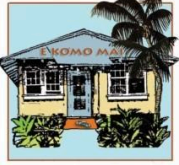
### **Computer Skills:**

To perform this job successfully, an individual should have a good level of proficiency and comfort using various applications and software systems, specifically:

- Current Windows OS
- Google based tools
- MS Office Suite (Excel, Word, Power Point, Outlook)

### **Other Requirements:**

- Valid Hawaii driver license and no-fault car insurance.
- A resident of the Puna/East Hawaii Community area is preferred.
- Criminal Record and/or DHS-CWS background check.
- Maintain general cleanliness of the workspace.



## NEIGHBORHOOD PLACE OF PUNA

*To Nurture, Strengthen, and Celebrate Ohana*

[www.neighborhoodplace.org](http://www.neighborhoodplace.org)

16-105 'Ōpūkaha'ia St.  
Kea'au, HI 96749

ph: (808) 965-5550  
fx: (808) 965-5109

### **Physical Demands:**

- Climb and/or walk up and down stairs and/or walkways.
- Sit for periods of up to 30 minutes at a time.
- Walk and/or stand for up to 30 minutes at a time.
- Lift, carry, pull, and/or push items up to 30 pounds at a time for short distances. Such motion may include reasonable bending, stooping, reaching, and twisting.

### **Work Environment:**

While performing the duties of this Job, the employee is regularly exposed to wet and/or humid conditions and outside weather conditions. The employee is frequently exposed to fumes or airborne particles and extreme heat. The employee is occasionally exposed to moving mechanical parts. The noise level in the work environment is usually loud. In the course of performing the duties of the Program Coordinator it is not uncommon to see, engage or be confronted with the following: violence and threats of violence; profane, racist and/or sexist language; bodily fluids; conflict; interactions with First Responders; alcohol and other street drugs; cigarette smoke; death of service participants; nudity of service participants; people involved with sex work; people involved in the drug trade; persons used against their consent, will or knowledge; people in conflict with the law; and/or other situations that may be unsettling. Measures are taken to train staff to appropriately deal with these situations.