JOB TITLE: PROGRAM COORDINATOR
FLSA STATUS: Exempt
SUPERVISOR: Compliance Manager

SUMMARY
The primary responsibility of the Program Coordinator is to oversee the day to day operations of several housing programs administered by the agency, including the Public Housing, Housing Choice Voucher, and Coordinated Homeless Intake & Access (CHIA) programs. This position is responsible for administering, managing, organizing and monitoring these programs; implementing program policy and procedures; data and file management; and evaluating program delivery compliance. The Program Coordinator works closely with the Management Team to assure programs meet agency objectives and program regulatory compliance.

ESSENTIAL DUTIES AND RESPONSIBILITIES
- Manages, plans, directs and coordinates each program’s work plan, assigns projects and programmatic areas of responsibilities, reviews, evaluates and assesses workload, work methods and procedures, and administrative support systems; meets with staff and management to identify opportunities for improvement, resolves problems and directs and implements changes
- Manages and participates in the development and implementation of goals, objectives, policies, and priorities for programs; recommends appropriate service and staffing levels; recommends and administers policies and procedures
- Trains, motivates, and evaluates assigned personnel; provides or coordinates staff training; works with staff on performance issues; responds to staff questions and concerns
- Makes evaluation and discipline recommendations to Management Team
- Continuously monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; identifies opportunities for improvement and reviews with Management Team; directs the implementation of improvements
- Ensures program compliance which includes file review, efficiency/service delivery, quality assurance and auditing
- Assists with understanding and applying housing program regulations; works with the Compliance Manager in developing and implementing policy changes for compliance with program regulations
- Responds to difficult and sensitive public inquiries and complaints and assists with resolutions and alternative recommendations
- Develops and maintains department policies and procedures
- Assists with preparation and submission of various reports to HUD and other regulatory agencies on a timely basis
- Assures all required documents are executed in accordance with requirements governed by HUD, other regulatory agencies and Agency policy
- Corresponds with staff, management, Board of Commissioners, Community Stakeholders and the general public in person, via telephone, e-mail, and/or written correspondence
- Assures deadlines are tracked and appropriate actions are taken as required
- Attends monthly board meetings and other staff meetings as required
- Attends training workshops and seminars annually to increase program and best practices knowledge and remain current with HUD regulatory updates and changes
- Performs other duties as assigned

SUPERVISORY RESPONSIBILITIES
This position exercises general and direct supervision over program technical and administrative support staff. Responsible for the overall direction, coordination and evaluation of these employees in accordance with agency policy and procedures.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES
To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below 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.
- Administrative principles and practices, including goal setting, program development, implementation and evaluation
- Principles and practices of employee supervision, including work planning, assignment, review, evaluation, and training of staff in work procedures
- Methods and techniques for the development of presentations, business correspondence, and information distribution; research and reporting methods, techniques and procedures
- General principles of risk management related to the delivery of housing programs
- Organizational and management practices as applied to the analysis and evaluation of projects, programs, policies, procedures, and operational needs; principles and practices of public agency administration
- Ability to interpret, apply, and ensure compliance with Federal, State, and local policies, procedures, laws, and regulations
- Ability to present information in a consistent, organized and accurate way
- Ability to communicate and work effectively with staff, Board of Commissioners, Community Stakeholders and the general public
- Ability to maintain a variety of time sensitive tasks and complete according to deadlines
- Ability to work in a self-directed, organized manner
Possession of a valid driver’s license issued by the Commonwealth of Virginia and acceptable driving record

Strong knowledge of computer programs including Microsoft Office products including Word, Excel, Power Point, Publisher and Outlook

EDUCATION AND EXPERIENCE
Considerable experience in low income housing program operations or completion of an Associate’s degree or any equivalent combination of experience and training which provides the required knowledge, skills and abilities. General background and knowledge in office management and administration. Experience in program administration and compliance management is a must.

LANGUAGE SKILLS
Ability to read, analyze, and interpret complex documents. Ability to respond effectively to inquiries from staff, Board of Commissioners, regulatory agencies, and community contacts.

MATHEMATICAL SKILLS
Ability to apply basic mathematical concepts to practical situations.

REASONING ABILITY
Ability to define problems, collect data, establish facts, and draw valid conclusions.

INTERPERSONAL SKILLS
Excellent interpersonal skills, including conflict resolution skills. Ability to maintain confidentiality of personal information used in agency administration. Exhibit openness to other’s views and willingness to try new things.

PHYSICAL DEMANDS
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit for long periods of time, and to use fingers and hands to operate equipment and to gather, sort, and process documents. Frequently required to stand, walk, stoop, and lift up to 10 pounds. Vision requirements include close vision, long distance vision, and ability to adjust focus. Other requirements include talking and hearing.

WORK ENVIRONMENT
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually quiet.
Received and Acknowledged

________________________________________  ______________________________________
Signature                                            Date