



## Regina Work Preparation Centre

### Job Title: Program Support Coordinator

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#### **Job Purpose**

The Program Support Coordinator provides high quality, confidential administrative and clerical assistance that supports the effective delivery, reporting and evaluation of programs and services in the organization. The Program Support Coordinator is responsible for document production, database management, and technical support for program staff.

#### **Primary Duties and Responsibilities**

##### *Organizational:*

- Commitment to work in a culture of change with a willingness to improve.
- Work with all team members to achieve organizational mission, vision, mandate and strategic priorities.
- Actively participate in organizational strategic visioning and planning.
- Actively participate in organizational activities including community involvement, volunteering and/or resource development.
- Utilizing program experience, knowledge and evaluation, identify gaps in service and present ideas for organizational growth to Leadership Team.
- Creation and maintenance of community events calendar.
- Establish and manage email and external communication network. Complete research and maintain documentation. Ensure partners are ok to receive communication.

##### *Professional Development:*

- Work with Director of Programs to identify, understand and monitor expectations, and strategies for successful outcomes.
- Actively participate in organizational professional development opportunities and evaluations.
- Stay current in organizational core modalities, practicing and integrating them into service delivery and team communication and support.

##### *General Reception and Client Services*

- Ensures a welcoming environment which reflects the RWPC mission, and champions processes and activities which enhance the client experience
- Provides backup support and coverage for general reception, customer service and triage to gather information, identify priorities, make informed referrals and negotiate next steps.
- Understands all RWPC services to ensure the seamless transfer of clients.
- Understands and implements intake, registration and information best practices required by the RWPC.
- Assistance and support for COVID-19 screening and protocols.

- Provide coverage for the computer resource centre in a client-directed and priority brief assist format, which support client acquisition of self-marketing tools, understanding of job search navigation, and an understanding of labour market information.

*Program Administration:*

- Contract file management including processing and reporting of opens and closures across all programs.
- Complete effective organizational file management, including disposal of outdated program and client records.
- Develop forms and systems for program and office efficiency in both online and written formats.
- Develops and maintains relevant forms, databases and information systems, reviewing for consistency, formatting and errors.
- Complete statistical reporting for programs and provide insight into trends for evaluative and strategic planning purposes on a monthly, quarterly and annual basis. Information to be presented with visual graphs, and tools that aid in reporting.
- Oversee and coordinate room booking process and set up.
- Responsible for administrative coordination of sub-contracting and external resources for programming, including scheduling, resource ordering, evaluation and reporting.
- Responsible to oversee Envoy technology including training, troubleshooting, upgrades and reporting.
- Responsible to administer CaseWorks client data management system including updates, edits and staff support, training and administration.
- Responsible to oversee and coordinate client computers including updates, troubleshooting and software management.
- Working with Team Leads, provide technical support to staff and recommendations regarding training needs and service gaps.
- Work with Team Leads to coordinate service delivery evaluation and follow up activities using Survey Monkey and Google Form Technology.
- Responsible and distribution of service delivery information through community email distribution lists and networks developed by Executive Assistant.
- Monitor marketing material supplies and manage ordering and distribution (brochures, posters, give aways)
- Organization of program information on internal server.

*Customer Service:*

- **Speaking Skills:** Steer conversations toward a positive outcome with the use of positive language. Stays positive and turns problems into solutions to build quality service experiences.
- **Empathy:** Approaches each person with the goal of understanding their emotions and point of view.
- **Adaptability:** Works directly in the public and requires the mental flexibility to respond to a variety of situations in a way that fits for each individual.
- **Communication:** Is approachable, professional and upbeat. Is clear, confident and practices active listening using reflections and reframing to gain understanding and demonstrate empathy.

- **Attentiveness:** Is fully present and respectful. Maintains eye contact, speaks clearly, greets every individual and does a post check-in at the end of each interaction. Offers compelling information that leads to conversations and additional services.
- **Self-Control:** Remains calm, patient, positive and professional.
- **Takes Responsibility:** Strives to resolve the issue in a single interaction by taking responsibility for how the solution occurs.
- **Time Management:** Is attentive to the ebbs and flows of working in the public. Is organized and prepared to manage the priorities, regular requests and the unexpected.

### **Knowledge, skills and abilities**

- Knowledge of customer service principles and practices.
- Ability to positively interact with clients from various cultural, economic and social backgrounds.
- Knowledge of other resources in the community.
- Able to work effectively within a team environment.
- Knowledge of confidential administrative and clerical procedures.
- Strong oral and written communication skills.
- Strong attention to detail with exceptional organizational skills.
- Able to work under pressure and meet deadlines.
- Ability to format and compile information in a readable and visually appealing manner.
- Flexible—able to move and change as circumstances warrant.
- Strong problem solving skills using integrated and complex reasoning.
- Proficiency in the use of computers in:
  - Microsoft Office Business Edition including Word, Excel, Outlook, Access and PowerPoint
  - E-mail and Internet navigation

### **Experience & Education**

- Post-secondary Diploma or Degree in business and/or office administration.
- Experience and/or training in database management.
- Customer Service training.
- Conflict Resolution and Management training.
- Reality Therapy Certified or a commitment to pursue Certification.
- Motivation Interviewing and Stages of Change Training or a commitment to pursue.
- A combination of education and experience may be accepted.

**Reporting to:** Director of Programs

**Position:** Full Time

**Compensation:**

- \$42,850 annually
- Employer contribution to RRSP
- Extended health and dental benefits, Life, AD&D and Disability Insurance after 6 months.
- Scheduled day off every 3 weeks.

We are an equal opportunity employer with Human Resource practices that support the recruitment, hiring and retention of a diversified workforce.