

## POSITION DESCRIPTION

<b>Title:</b>  <b>Program Coordinator (CAPND)</b>	<b>Date Prepared/Reviewed:</b>  9/13, 8/14, 5/16, 1/17, 10/24
<b>Reports to:</b>  Community Action Partnership of North Dakota Executive Director	<b>Supervises:</b>  N/A
<b>Purpose of your Position:</b> This position supports the effective administration of CAPND programs, with a primary focus on the HOME ARP Supportive Services project, which assists vulnerable populations in achieving housing stability. The role encompasses overseeing program operations, managing data entry and reporting through the HMIS system, and ensuring compliance with federal and state guidelines. This position works closely with the Executive Director to implement strategic projects that enhance CAPND's statewide impact, providing training and technical support to Community Action Agencies (CAAs) and engaging with partners to expand resources and services for low-income individuals and families across North Dakota.	<b>Status:</b>  Non-Exempt

Below are the essential duties of this position. Other duties may be assigned as needed.

### ESSENTIAL DUTIES:

1. **Support Program Administration:** Assist the Executive Director in overseeing CAPND projects, with a primary focus on managing the HOME ARP Supportive Services program. This includes tracking program deliverables, coordinating with Community Action Agencies (CAAs), and ensuring compliance with program standards.
2. **Policy and Procedure Development:** Evaluate and recommend updates to program policies and procedures in alignment with HOME ARP requirements. Disseminate changes to CAPND Board members, staff, and CAAs to maintain consistent practices across the network.
3. **Data Management and Reporting:** Conduct and oversee data entry for HOME ARP in the Homeless Management Information System (HMIS), ensuring accuracy and timeliness for compliance and reporting purposes. Maintain secure and organized records to facilitate program evaluation and audits.
4. **Training and Technical Assistance:** Provide ongoing training and technical assistance to CAAs, focusing on best practices for housing stability, trauma-informed care, and client intake processes. Assist agencies with lead paint assessment protocols and data entry standards for HOME ARP.
5. **Program Marketing and Outreach:** Promote CAPND programs to increase awareness and engagement with statewide resources. This includes managing program visibility and connecting with potential clients, service providers, and other stakeholders who can support housing and supportive services for vulnerable populations.
6. **Partnership Development:** Identify and establish partnerships with local organizations, housing authorities, and service providers to expand CAPND's reach and resources. Collaborate to secure new funding opportunities and support services for clients.
7. **Monitor Program Trends and Best Practices:** Stay informed on industry trends, research, and best practices for supportive housing programs and apply these insights to CAPND's programming. Recommend improvements based on emerging practices that can enhance service quality.
8. **Resource and Time Management:** Ensure efficient use of time, materials, equipment, and resources in fulfilling program duties. Track and report on resource utilization to optimize program operations and impact.
9. **Professional Standards:** Maintain a professional attitude and conduct in all interactions with CAPND staff, partner agencies, and external stakeholders, upholding CAPND's values of respect, integrity, and collaboration.

**OTHER DUTIES:**

1. Frequent travel to other sites and/or program-related meetings.
2. Attends meetings and training sessions as needed.
3. Performs all other duties as assigned or requested.

**Education/Training Required:**

- **Bachelor's degree in Social Work, Public Administration, Data Management, Human Services, or a related field; or 3-5 years of relevant experience** in human services, housing programs, or nonprofit program administration.
- **Certification or Training in Data Management** (preferred): Coursework or certifications related to data management or databases, such as Homeless Management Information System (HMIS), client information systems, or CRM software.
- **Intermediate to Advanced Computing Skills:** Strong proficiency in Microsoft Excel (or Google Sheets), Word, Outlook, Teams, and SharePoint for managing data, documentation, and communication.
- **HUD or Housing Program-Specific Training** (optional): Exposure to HUD or similar housing assistance programs to better understand compliance and reporting requirements specific to housing stability programs.
- **Data Privacy and Security Training** (preferred): Awareness of data privacy standards (such as HIPAA or equivalent) to ensure secure handling of sensitive client information.
- **Project Management Training** (optional but beneficial): Completion of project management coursework or certification (such as CAPM or PMP) to support program oversight and reporting tasks.

**Experience and Skills Required:**

To perform the duties of this position successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below outline the knowledge, skills, abilities, and competencies that are required in this position. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

- **3-5 years of experience** in human services, housing programs, or related fields, with a focus on program management and client support.
- **Project Management Experience:** Demonstrated experience managing projects from initiation through completion, including planning, budgeting, tracking progress, and meeting deadlines. Familiarity with project management tools or methodologies is beneficial.
- **Experience with Homeless Management Information System (HMIS)** or similar data entry and client tracking systems is highly preferred.
- **Grant Management Knowledge:** Familiarity with grant compliance, reporting requirements, and budget management within federally funded programs.
- **Intermediate to Advanced Computing Skills:** Proficiency in Microsoft Excel (or Google Sheets), SharePoint, Word, Outlook, and Teams for data analysis, documentation, and communication.
- **Strong Written and Verbal Communication Skills:** Capable of preparing clear reports, training materials, and program documentation, as well as engaging effectively with team members, CAAs, and clients.
- **Ability to Interact Professionally with Diverse Groups:** Able to work with individuals from varied backgrounds, maintain positive relationships with colleagues, clients, and stakeholders, and provide compassionate, professional support.
- **Self-Starter:** Ability to work independently with general direction from a supervisor, demonstrating initiative and proactive problem-solving.
- **Typing Speed and Accuracy:** Ability to type **45-60 words per minute** with a high degree of accuracy for efficient data entry.
- **Detail-Oriented and Accurate:** Ability to enter data with precision and maintain organized, error-free records.
- **Data Computation and Basic Math Skills:** Proficiency in tabulation, basic accounting, and data analysis to handle financial and client tracking data.
- **Excellent Organizational Skills:** Ability to manage multiple priorities, maintain orderly records, and work systematically to meet deadlines.
- **Time Management:** Ability to prioritize tasks effectively and meet program and reporting deadlines.
- **Experience Operating Basic Office Equipment:**

Competence with computers, copiers, fax machines, and 10-key calculators.

- **Commitment to CAPND's Mission.** Dedication to upholding CAPND's mission, policies, and client-centered values in all duties.
- **Valid Driver's License and Reliable Transportation:** Ability to travel independently for meetings, training sessions, and program oversight as needed..

The working conditions and environment and the physical requirements/activities listed below 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.

**Working Conditions and Environment:** While performing the duties of this position, the individual generally has good working conditions. The employee is often exposed to moderate noise from office equipment and co-workers.

**Physical Requirements/Activities:** While performing the duties of this position, the individual is regularly required to sit (50% of the workday), stand, walk, bend, carry, reach with hands and arms, use hands to finger, handle, feel, and use office equipment, and communicate (talk and hear). Occasionally, the employee is required to climb, balance, kneel, crouch, push, pull, lift, twist, and grip. Frequently, the employee is required to exert less than 10 pounds, and occasionally up to 25 pounds, of force to lift, carry, push, pull or otherwise move objects, including the human body. Infrequently, the employee is required to exert up to 50 pounds of force to lift, carry, push, pull or otherwise move objects, including the human body. Specific vision ability required is close vision of 20 inches or less.

**The preceding statements are intended to describe the general nature and level of work being performed by people assigned to this position. They are not to be construed as an exhaustive list of all job duties performed by personnel in this position.**

**I have read and understand the above Position Description:**

Employee Signature

Date