

## **PROGRAM COORDINATORS JOB DESCRIPTION**

### **PURPOSE OF THE POSITION**

To provide support to the Curriculum and Training staff and to operate within the confines of the IPS vision, mandate, policy and standard operating procedures. To support the program requirements of the IPS.

### **NATURE OF WORK AND POSITION LINKS**

Reporting to the Curriculum Development Manager, the Program Coordinator plays a key role in the administration, scheduling and organization of the IPS training sessions and is responsible for using independent judgment and initiative in providing support for the daily operations of the training programs. The position is responsible for conducting communication with IPS staff, training participants and other stakeholders, including responding to/or directing requests for information.

To fulfill their responsibilities, the position develops and maintains relationships with:

**Curriculum Development Manager, Training Staff** – to receive and coordinate edits to both online (Moodle) and written curriculum. To upload and maintain Moodle online training.

**Stakeholders (Ministry of Children and Family Development, First Nations Child and Family Services Agencies, and other community organizations)** – To organize and participate in meetings, take minutes, and support various committees, such as the Training Advisory Committee (TAC).

### **SPECIFIC ACCOUNTABILITIES AND DELIVERABLES**

- Manage Moodle online environment;
- Prepare on-site curriculum for print;
- Create, upload, maintain and edit online courses in Moodle;
- Set up and troubleshoot Adobe connection sessions;
- Using Microsoft Word styles, develop templates to ensure all written curriculum is in a consistent format
- Work with the Curriculum team to develop and implement various activities associated with the online and in class curriculum;
- Serve as the primary point-of-contact for the distribution of information to training participants and others;
- Develop systems for tracking requests from participants and responses;
- Provide quality customer service to internal and external clients and responds to inquiries about the courses in a professional and timely manner;
- Identify problems, obstacles or opportunities and take appropriate action to proactively address the issues;
- Maintain database information including updated lists and contact information;
- Draft, edit, keyboard and file a variety of documents including notes, correspondence; prepare various departmental reports; and perform analysis on an as-needed basis;
- Coordinate, organize and prepare training material, for accuracy and completeness before printing;
- Organize the registration of participants including creating participant lists and distributing this information to applicable personnel;
- Order, receive or ship training supplies or materials;
- Arrange for courier pickup and deliveries of training related items;
- Maintain filing systems;
- Screen, direct, and respond to inquiries from stakeholders in a timely and professional manner;
- Perform other duties as required.

### **FINANCIAL RESPONSIBILITY**

May be responsible for up to \$300 in petty cash.

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### **TOOLS/EQUIPMENT**

- Computer software including Microsoft Office Suite (Access, Excel, Word etc.)
- Operate computer for word processing, data bases, spread sheets, electronic mail, calendar, internet etc.
- Standard office equipment such as: computer, facsimile, photocopier, multi-line telephone.

### **WORKING CONDITIONS**

- Office environment;
- Occasional travel to attend meetings, conferences, seminars etc.;
- May be required to work evenings and weekends.

### **SELECTION CRITERIA**

#### **Education and Experience**

- Grade 12 and Business Administration diploma or equivalent combination of education and experience;
- 2 – 4 years general office experience;
- Experience in keyboarding, word processing, excel spreadsheets and other standard computer applications;
- Experience drafting correspondence independently and from written and verbal instructions;
- Experience maintaining databases and filing systems;
- Experience coordinating events an asset;
- Experience with Moodle online environment;
- Experience with Abope connect and other Adobe products.

#### **Knowledge, Skills and Abilities**

- Operational Knowledge of Moodle online environment;
- Data gathering techniques, such as research including online library to obtain technical and administrative materials for organizational and curriculum use;
- Knowledge of routine office practices and of the proper form of business letters and business English;
- Superior organizational skills and be extremely detail-oriented;
- Broad computer skills including word processing, spreadsheets and data bases to enter and retrieve data and create and edit a variety of correspondence and reports; and to conduct research via the internet;
- Ability to provide and obtain clear, concise and accurate information orally and in writing (including spelling, grammar, context and structure), in a language suitable to the audience;
- Ability to establish and maintain effective working relationships with a variety of individuals to complete work assignments;
- Ability to work independently with limited direction, act on own initiative, set own priorities and meet tight or changing deadlines;
- Ability to exercise discretion and apply mature judgment to make decisions regarding operational and administrative matters, determine appropriate course of action, and solve problems;
- Ability to deal effectively and efficiently with occasionally aggressive or demanding individuals to provide or obtain information to clarify or resolve issues;
- Ability to interact effectively with staff, consultants and stakeholders

### **CERTIFICATION**

I have read the contents of this job description and accept the position and responsibilities as described in this document.

\_\_\_\_\_  
Employee Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date