

Jurisdiction Class: Competitive
EEO Category: Professionals
Revised: 05/17/2024

PROGRAM COORDINATOR

DISTINGUISHING FEATURES OF THE CLASS: The incumbent in this class has the responsibility for planning, coordinating, and implementing a program. The incumbent is responsible for program activities such as: coordination; provision of services; community relations and networking; educational promotion; media development; program outreach; funding sources development; grant writing assistance; budget forecasting and planning assistance; tracking and targeting populations; statistics; and training of staff. Independence and initiative are exercised by an employee in this class in accordance with the goals established by the department and regulatory standards. Work is performed under the direct supervision of a Director with leeway permitted for the exercise of independent judgment. Supervision is exercised over clerical and professional staff. Incumbent performs related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

Coordinates and networks with other private or public agencies to develop strategies and establish objectives to insure the program's goals are met;
Organizes and facilitates meetings with community agencies, neighborhood based groups, and public and private agencies involved in the provision of services;
Develops media strategies to publicize programs and ensure targeted populations are informed;
Provides training to neighborhood based program participants, primary care providers, and other government agencies relative to the goals and objectives of the program;
Assists in preparing grants or other funding requests and seeks out additional funding sources;
Compiles and analyzes data that may be utilized to provide more efficient service delivery, provide information to management, gather data and generate reports for monitoring and evaluation purposes and mandated reporting;
Prepares reports;
Presents the program to community groups, agencies, executive and legislative groups;
Coordinates the day to day activities of the program;
Refers cases to appropriate unit, department, or agency;
Travels to urban and rural areas to meet program needs;
Actively participates in community-wide coalitions, committees, or task forces.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Good knowledge of the principles and practices of program administration; good knowledge of public policy issues, problems, and concerns in the existing community; good knowledge of agency program operations, goals and objectives; working knowledge of the principles, practices, and techniques of supervision; ability to plan, organize, implement, and manage a public policy program; ability to participate in the preparation of educational and promotional material; ability to conduct program evaluations, including its efficiency and effectiveness in service

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FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS (Continued): delivery and to be able to document such evaluation; ability to coordinate a public service program and its related services with a variety of service providers; ability to speak publicly to groups on the purpose and objectives of the program; ability to express oneself orally and in writing; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATION: Either:

- (A) Possession of Bachelor's Degree **AND** two (2) years of experience in planning, implementing, organizing, overseeing, or administering a community service, human service, or program; **OR**
- (B) Possession of Associate's Degree **AND** four (4) years of experience in planning, implementing, organizing, overseeing, or administering a community service, human service, or program.

SPECIAL REQUIREMENT: Possession of a valid New York State driver's license at time of appointment. License must remain valid throughout appointment.

NOTES:

1. Degree(s) must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If the degree was awarded by an educational institution outside the United States and its territories, the candidate must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the Internet at <http://www.cs.ny.gov/jobseeker/degrees.cfm>. Candidates will be required to pay the evaluation fee.
2. Satisfactory completion of thirty (30) credit hours towards a Master's degree may be substituted for one (1) year of experience.
3. Verifiable part-time and/or volunteer experience will be pro-rated toward meeting full-time experience requirements.

Adopted: 12/28/2005
Revised: 07/10/2018, 12/01/2022, 05/17/2024