



# Program Coordinator

## **ABOUT THE JOB**

The Program Coordinator oversees the wellbeing of the individuals supported in the Adult Residential Services, with the goal of supporting them to live a happy, healthy, and productive life. We achieve our goals by implementing industry best practices, creating innovative solutions to complex problems, and employing staff who care deeply about individuals, our mission, and our values. At HopeWell, we value good communication, transparency, reliable support and the pursuit of excellence. We are focused on becoming an employer of choice and an industry leader.

This position is an exciting opportunity to collaborate closely with the Adult Residential Services' Leadership team and focus on improving and expanding our services.

## **KEY RESPONSIBILITIES**

- Ensure that individuals we support are treated with dignity and respect.
- Coordinate with the Senior Program Manager and Nurse Manager on all medical and clinical care for the individuals in Adult Residential Services.
- Schedule, transport and attend all individuals' medical, clinical and any other necessary appointments and assist individuals with communicating with medical providers.
- Complete documentation of appointment, file and distribute as appropriate to other providers (DDS, day programs, and family/guardians).
- Upload all documentation into SharePoint.
- Monitor individuals' medication supplies.
- Assist individuals in dropping off and picking up prescriptions from the pharmacy.
- Conduct regular medication audits.
- Collaborate with Quality Management consultants and the Leadership team in conducting and following up on full program reviews for individuals in HopeWell Adult Residential Services and Shared Living.
- Utilize the DDS Licensure and Certification Tool, report audit findings and implementation recommendations.
- Maintain communication with the individual's family, guardian, day services.
- Maintain individuals Confidential, Medical and Safety documentation and files.
- Complete all training, staff meetings and supervision sessions as required by the program, including but not limited to: First Aid, CPR, OSHA & Blood Borne Pathogens, Medication Administration and Human Rights Training.

## **QUALIFICATIONS**

- Minimum High school diploma and three years of experience in the Human Service field.
- A bachelor's degree preferred.
- Willingness to learn.
- Ability to maintain a professional relationship under all foreseen and unforeseen circumstances.
- Must demonstrate initiative, creativity, be dependable, reliable and work well independently and within a team atmosphere.
- Must be able to exercise independent thinking and good judgment under all circumstances.
- Must be able to set goals, analyze work develop plans and utilize time effectively and efficiently.
- Ability to communicate effectively both verbally and in writing.



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- Basic computer knowledge.
- Flexibility to work throughout the division.

## **PHYSICAL DEMANDS**

- Lifting is required. Ability to lift at least a minimum of twenty (20) pounds.
- Ability to physically assist individuals in personal care
- Ability to perform common household cleaning activities that involve consistent standing, bending, twisting, pushing, pulling, and walking.
- Ability to drive agency vehicle (wheelchair van)

## **OTHER REQUIREMENTS**

- Clearing of background checks as required by state and federal law.
- Valid MA driver's license (some positions require a vehicle)
- This position is an exempt full-time role and will require coverage for weekends and other shifts when necessary.

## **WORKPLACE CULTURE AND BENEFITS**

HopeWell has an unparalleled work culture, with an emphasis on diversity, belonging, inclusion, equity, and holistic wellness. At HopeWell, each team member is called to uphold and live daily the values of empathy, strength, learning, and integrity. HopeWell is an environment where we laugh and smile while handling serious, life-changing work.

HopeWell offers a comprehensive total rewards package that values employee wellness, work-life balance, and continuous learning. Benefits include *student loan pay-down assistance*, tuition reimbursement, funding for professional development, as well as a full suite of healthcare benefits, and generous paid-time-off.