SUMMARY:

This position is primarily responsible for all services provided through Poverello’s Be Well Programming in all services at all locations.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Core duties and responsibilities include the following. Other duties may be assigned.

Manages the high-quality operation of Poverello’s Be Well Programming, and grant management including but not limited to: Ryan White Part A programs, Diabetes Prevention Programs, SBIRT Special Project of National Significance, Peer Programming, Referrals to other community services.

Coordinates all schedules of staff, volunteers and providers who work within the programming.

Ensures documentation of all services provided at the center through AthenaHealth.net, Provide Enterprise and/or Smart Choice according to proper procedure.

Responsible for the quality, procedure and performance improvement of all programming under purview.

Adopts a continuous improvement model in Be Well Programming.

Informs regular customers of new services.

Listens to and resolves service complaints.

Ensures facility is kept clean and in optimal condition.

Improves the offerings of the center using benchmarks from around the country.

Maintains pleasant and appropriate relationships with donors.

Keeps all schedules and services up to date.

Development activities to support agency fundraising efforts are required.

SUPERVISORY RESPONSIBILITIES:

This job has supervisory responsibilities for the staff, volunteers and providers engaged in Be Well Programming.

COMPETENCIES:

To perform the job successfully, an individual should demonstrate the following competencies:

* Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; Responds to requests for service and assistance; Meets commitments.
* Interpersonal Skills - Focuses on solving conflict, not blaming; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.
* Oral Communication - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions.
* Written Communication - Writes clearly and informatively; Able to read and interpret written information. Produces reports for funders that are based upon requested information and require little input from supervisor to complete.
* Diversity - Shows respect and sensitivity for cultural differences; Promotes a harassment-free environment.
* Ethics - Treats people with respect; Keeps commitments.
* Motivation - Sets and achieves challenging goals; Measures self against standard of excellence.
* Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources.
* Professionalism - Approaches others in a tactful manner; Reacts well under pressure.
* Quality - Demonstrates accuracy and thoroughness; Monitors own work to ensure quality.
* Quantity - Completes work in timely manner; Works quickly. Supervises the Quality of others work within purview programming.
* Safety and Security - Observes safety and security procedures; Follows all driving rules, regulations and laws; Reports potentially unsafe conditions; Uses equipment and materials properly.
* Adaptability - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.
* Attendance/Punctuality - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.
* Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Completes tasks on time or notifies appropriate person with an alternate plan.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION AND/OR EXPERIENCE:

Master’s Degree and State of Florida license in Social Work, Mental Health Counseling or Marriage and Family Counseling; Knowledge of HIV, Cancer, Kidney Disease, and/or Diabetes highly recommended; At least 2 years of clinical/managerial experience.

LANGUAGE SKILLS:

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

MATHEMATICAL SKILLS:

Ability to add and subtract two-digit numbers and to multiply and divide with 10's and 100's. Ability to perform these operations using units of American money and weight measurement, volume, and distance.

REASONING ABILITY:

Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

COMPUTER SKILLS:

To perform this job successfully, an individual should have knowledge of AthenaHealth.net, Provide Enterprise System, other software as needed; Online HR and payroll access, Spreadsheet software and Word Processing software.

PHYSICAL DEMANDS:

The physical demands described here 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.

While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl and talk or hear.

The employee must regularly lift and /or move up to 10 pounds, frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly exposed to indoor air conditions and outdoor temperatures. The employee is occasionally exposed to wet and/or humid conditions; working near moving mechanical parts found in a gym; outdoor weather conditions; extreme cold (non-weather) and extreme heat (non-weather).

The noise level in the work environment is usually moderate.

Approved by: Date: 06.01.18

Thomas S. Pietrogallo, MSW/LCSW, MBA

CEO

Employee Acknowledges Receipt: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_