

Workforce Coordinator Job Description

Job Summary: The Workforce Coordinator is responsible for leading and supervising the Scheduling department and personnel. The primary responsibilities of this role are to ensure a high quality of life for persons served by providing staffing relief for all Aspire programs and ensuring new hires are satisfied and feel equipped for their role.

Position accountable to: Director of Quality Assurance and Community Living

Position supervises: Floats and DSP-M

FLSA: Exempt

Essential Functions and Competencies:

1. Coordinates staffing schedules for all locations utilizing a scheduling software (Paycom);
 - Schedules employees and resources effectively-ensuring sufficient staffing to provide effective supports.
 - Ensure coverage provided matches the Master Schedule for that location by scheduling Floats and DSP-M in open shifts.
 - Assist supervisors in troubleshooting coverage solutions when Floats or DSP-M staff are not available;
 - Ensure that the staffing management protocols are followed;
 - Review and approve all DSP's requested leave making sure that staff patterns are still met.
2. Coordinates personal management by:
 - Providing general agency and job specific orientation and training for all new employees.
 - Supporting and scheduling on-going employee development.
 - Coordinating and conducting employee performance evaluations and coaching opportunities with department staff
 - Facilitating staff meetings and promoting teamwork
 - Be available to meet staff and build relationships or give feedback in all locations;
 - Sends welcome emails to new hires; checking in with staff periodically to ensure satisfaction; and;
 - Conduct satisfaction check-in's, through technology avenues and/or in person, with all new hires to identify challenges and/or need for extra support to ensure they are doing well. Track their feedback, discuss concerns and disseminate surveys with the appropriate level of management
 - Follow rules for approving overtime, ensuring overtime is low.
 - Ensures all ARSD requirements are met and trainings are effective and engaging.
3. Demonstrates leadership through stewardship, ethics and caring:
 - Embodies the mission of the agency and takes pride in the job.
 - Is compassionate, honest, patient, encouraging, and treats all with respect and dignity.
 - Makes ethical decisions even when no one is watching.
 - Staff must be confident and decide how to present themselves and how to respond to situations at every moment. Decisions include how to making good judgments, creative solutions to problems, how to treat others, when to intervene in disputes between others,
 - Uses Person-Centered principals when making decisions affecting people supported
 - Understands and applies fair practices in all personnel issues.
 - Maintains strict confidentiality of all information and records concerning staff and people supported according to HIPAA, State, Federal laws and guidelines, and coaches' others on what is sensitive information and when to release that information.
4. Conducts self in professional manner by:

- Has good attendance and highly dependable, uses leave appropriately, is punctual and hardworking, and has professional appearance.
 - Has good communication skills, can multitask, pays attention to detail, and can handle stressful situations not only within Aspire.
 - Is a TEAM player- providing positive and appropriate feedback and support to coworkers, team members, supervisors, and agency representatives.
 - Participates in and completes periodic training as required.
 - Attends and participates in all assigned meetings, sharing ideas, discussing issues openly and honestly.
 - Reports all concerns to the appropriate Aspire personal in a timely manner.
 - Mentors, trains, and provides guidance to staff to ensure their success and is willing to learn from others.
 - Is flexible with work schedule and location, and is able to adjust to changes quickly.
 - Displays conduct at all times that enhances the image of the people supported and the agency.
5. Holds self-accountable by:
- Assumes responsibility for all actions.
 - Is a self-starter, meets timelines/ due dates and completes assigned duties, recognizes co-workers work load and things that need to be done, and assists as needed without constant supervision.
 - Follows all agency policies and procedures, state and federal regulations and displays moral conviction.
 - Accurately completes, maintains, and submits all documentation as required by agency policy.
 - Approves mileage reimbursement for superimposed staff moving to different locations during shifts.
 - Able to work independently without supervision and sometimes alone.
6. Is safety-conscious at all times:
- Follows all agency policies, procedures and protocols regarding safety in all environments and maintains an environment that is healthy, safe, peaceful and comfortable at all times.
 - Monitors and reports concerns/issues regarding maintenance and repairs to the facility or company vehicle.
 - Responds to medical or behavioral emergencies rationally and constructively, remains emotionally detached, directs others and chooses best response to the challenging situation.
 - Reports all alleged instances of abuse, neglect, mistreatment and exploitation immediately to the appropriate person by following Aspire, Inc. policy.
 - Responds to employee incident and worker's compensation reports appropriately and timely.
 - Monitors interpersonal dynamics among employees to ensure a team atmosphere and to prevent workplace violence.
7. Serves as an on-call supervisor when needed or assigned.

Working Environment/Conditions:

All staff at Aspire may work with people who may be unpredictable, verbally and physically aggressive and self-abusive; exposed to mental and physical demands including back and muscle strain, stress, loud environments, and works in a variety of fast paced settings inside or outside the home/workplace and throughout the community. Responsibilities/essential functions require the following physical demands and challenges:

- Must have the ability to perform CPR and Non-Violent Crisis Intervention (NVCI).

- May be exposed to infectious diseases, bodily fluids, odors, dust, cleaning agents, etc., throughout the day.
- Ability to sit at a computer for long periods of time

Character/Personality Traits:

- Willing to have a very flexible schedule, kindly accepting calls for help outside of the normal work day.
- Ability to self-direct without daily supervision
- Ability to manage time effectively, organize calendar and tasks well, with strong skills in delegation, follow-up, and handling several tasks simultaneously;
- Ability to observe, ask questions, listen actively, give and accept feedback effectively, and identify solutions to barriers/challenges and make difficult decisions necessary to benefit service provision;
- Ability to maintain a positive attitude in challenging situations;
- Is outgoing, likes people, and willing to engage/get to know people. Has established, or ability to establish and maintain, good relationships with staff, and services (at all times) as an ambassador of a positive workplace culture;
- Doesn't give up on people easily, always working to find strategies or work location where staff will be successful, even if they haven't initially been successful.
- Thinks creatively, every day is a puzzle that must be solved. Can jump around between different tasks and returns back.

Qualifications:

- Bachelor's degree in a human services or business field or related field preferred;
- One to two years of prior experience of a similar scope;
- One to two years' supervisory experience, preferred
- Any combination of education, experience and training that provides the required knowledge, skills, and abilities.
- Pass qualifying criminal background checks which includes motor vehicle driving records.
- Pass a pre-employment drug screening. Upon hire, employees are subject to reasonable suspicion testing per Aspire Inc.'s Drug Free Workplace Policy.
- Ability to communicate effectively through verbal and written mediums, including via phone, text, email, Secure-Communication (S-Comm).
- Strong computer skills, specifically with Google applications such as Gmail, Drive, Docs, and Sheets Microsoft Word, Excel, Outlook; Zoom (or other virtual meeting platforms);
- Ability to learn and become proficient in the scheduling and HRIS software.

Licenses/Required Testing:

A valid driver's license and evidence of insurability is required upon hire. Must have a safe driving record, have at least 3 years of driving experience if under the age of 21, and be insurable under our insurance.

Employees must successfully complete all required agency training in the required time allotted, and recertify annually.

Every effort has been made to make your job description as complete as possible; however, in no way is it stated that these are the only duties you are required to perform. Any one position may not include all of the listed items nor do the listed items include all functions which may be found in positions of this class. Aspire, Inc. reserves the right to make changes to job descriptions, job responsibilities and functions, employment practices, supervisory lines of authority, employment titles, etc. as it deems necessary.

By signing this, you agree that you are able to perform all of the required job duties and essential functions of this position with or without accommodations. If accommodations are needed for any of the above essential functions, please contact the Director of Human Resources.

Employee Signature

Date Reviewed