



BronxWorks helps individuals and families improve their economic and social well-being. From toddlers to seniors, we feed, shelter, teach, and support our neighbors to build a stronger community. In all aspects of our work, we strive for the highest ethical and performance standards and is guided by the belief that people are to be treated with dignity and respect regardless of their present situation or past experiences. We have 37 locations throughout the borough providing a variety of programs that offer assistance in the areas of family, children and youth support, educational services, elder care, homelessness, mental health and workforce development. We are an employer of choice for anyone interested in a meaningful career in the social services field.

The program Coordinator will manage incoming NOW POW referrals.

- S/he will direct the client to the appropriate service or program and provide a pre-screening appointment at the respective BronxWorks service location.
- The program coordinator will enter information into NOW POW confirming whether the patient referral was accepted. If the referral is not accepted, the patient will be referred to other appropriate resources, if any are available.
- The program coordinator will enter updated information into Now Pow concerning missed appointments, declined services, and the like. iv.
- The program coordinator will follow up with the patient following a missed appointment and will note the follow up in NOW POW.
- The program coordinator will continue to enter information regarding the status of the patient's case.
- The Program coordinator will input client information into our internal database ETO.
- Will attend meetings and conduct presentations
- Will write reports
- Assist with renewal applications
- Maintain Statistical data.
- All other duties as requested by the supervisor.

RESPONSIBILITIES:

- Recruit, interview and recommend new hires.
- Establish and monitor quality assurance of program goals in compliance with agency and contract expectations.
- Monitor program's contractual compliance and meet with contract manager during site visits.
- Act as a conduit with funding source.
- Attend internal and external agency/contract meetings.
- Attend contract and agency training sessions as provided.
- Conduct monthly staff meetings or more frequently as required.
- Supervise and evaluate staff performance, providing monthly written feedback.
- Complete each staff members' annual performance review.
- Provide staff training on program goals and duties as well as expectations to the agency.



- Meet monthly with Program Director for exchange of ideas and written feedback.
- Submit monthly reports to supervisor and funding source.
- Perform additional duties as assigned by manager.

QUALIFICATIONS:

- Bachelor's degree in social work or another related field of study.
- A minimum of two years social services experience.
- Supervisory, administrative and/or contract management experience required.
- Strong oral and written communication, time management and organizational skills are necessary.
- Proficiency in Microsoft Office suite and other standard business technology is required.

PHYSICAL REQUIREMENTS:

- Ability to use a computer for prolonged periods.
- Ability to occasionally lift and/or move up to 10 pounds.
- Ability to stand, walk, or sit for long periods of time.
- Ability to climb five flights of stairs, if required to conduct home visits and/or fieldwork.
- Ability to bend and retrieve objects and/or documents.
- Ability to travel in the boroughs of New York City and its adjacent counties via public transportation.
- Ability to travel for a minimum of 1 mile within a reasonable amount of time and in all types of weather, including inclement weather, if required to conduct home visits and/or field work.

Advanced-level professional competency in written and spoken English language is required. Authorization to work in the United States for any employer is mandatory.

BronxWorks offers a variety of benefits to full-time salaried employees as well as part-time salaried employees who work at least 20 hours per week year-round.

- Generous paid time off for personal, vacation, parental, and medical leave
- 12 paid holidays.
- Comprehensive medical, and life insurance coverage care for employees and their families, at little or no cost to employees.
- A pension plan that is 100% employer paid
- Two tax deferred annuity plans and employee assistance in maximizing the pension plan and tax deferred annuity plans to prepare for retirement.
- TransitChek – Employees may use TransitChek to have money taken out of their pretax salaries to pay for their public transportation commute.
- Free and confidential assessment, counseling, and referral service, to assist employees and their families with a wide range of personal problems.

ADDITIONALLY, BronxWorks Offers:



- A comprehensive monthly training calendar
- Access to some scholarship opportunities
- Non-financial support and internship opportunities for employees who return to school, particularly for their Master of Social Work degrees

BronxWorks seeks to build an inclusive organization grounded in respect for differences. We support all aspects of diversity, and in accordance with federal, state and local laws, does not discriminate unlawfully against employees and applicants for employment on the basis of age, color, creed, disability, marital status, military status, national origin (including ancestry), predisposing genetic characteristic, race, sex, gender, actual or perceived sexual orientation (including actual or perceived heterosexuality, homosexuality, bisexuality and asexuality), status as a victim of domestic violence, or any other characteristic protected by law. This commitment applies to all terms, conditions and privileges of employment, including but not limited to recruitment, hiring, compensation, training and employee development, placement, promotion, demotion, upgrading, downgrading, transfer, layoff and termination.