**Program Coordinators are accountable for overall Performance of their team by ensuring all your employees have adequate training.**

Maintains compliance by reviewing, adhering to and understanding the following:

* The DSS mission statement, vision, [Administrative Manual](https://dssintranet.mo.gov/personnel/manuals-and-forms/administrative-manual/chapter-2-personnel/), and Income Maintenance Policy Manual
* All policies, procedures, rules, and regulations (Federal, State, DSS)

Schedule sick and annual leave responsibly and do not abuse sick leave. This is accomplished by:

* Complying with established work schedules including arrival/departure times and meal/break periods unless prior supervisory permission is granted
* Managing absenteeism and vacation schedules to minimize negative effect on production and coverage
	+ Ensuring Supervisors are monitoring their team members’ schedules to minimize negative effects

Professional Development and Training:

* Responsible for actively pursuing opportunities for growth and development of self and team members
* Demonstrate willingness to accept constructive feedback and has the ability to deliver constructive feedback to subordinate staff in a professional and private manner
* Encourage open, accurate, and respectful dialogue focusing on two-way communication and workspace creativity
* Complete 40 hours of Management Training annually
* Identify specific training needs for each team member in your unit
* Prepare and present on-going training, coaching, and mentoring to each team member

Clearly communicate Key Performance Indicator’s (KPI) and Objectives by:

* Ensuring each team member knows and adheres to their current objectives
* Providing meaningful coaching conferences to address performance issues
* Ensuring day-to-day processes and procedures align with departmental goals and priorities
* Ensuring each team member maintains or exceeds production goals developed for their assigned tasks/roles
* Monitoring your workday and the workday of staff to ensure effective use of work time
* Monitoring KPI data to address trends/potential issues

Onboarding and Training staff by:

* Following existing onboarding and training protocols for new and tenured team members

Adhere to On the Job Training (OJT) Plan if applicable by:

* Providing ongoing support during and after OJT to ensure continuing success of each team member

Promptly identify, address, document, and monitor disciplinary actions by:

* Understanding how to properly document meeting notes, Employee Incident Reports (EIR), Performance Improvement Plan (PIP), etc.
* Address and document performance or conduct concerns in an accurate and timely manner
* Proactively communicating with Human Resources and appropriate management partners regarding performance or conduct issues that require their involvement
* Ensuring any necessary follow-up on disciplinary actions is documented and completed
* Demonstrating consistency in gauging performance and in making disciplinary decisions
* Developing and documenting appropriate plans to address any team member’s positive and negative performance trends once identified

Excellent Customer Service is achieved by:

* Collaborating with your peers to develop the higher level understanding of your role
* Establishing a good rapport with internal and external customers
* Encouraging excellence, teamwork and unity among staff, peers, and other team members statewide
* Supporting an environment where co-workers are treated with courtesy, respect, and dignity
* Working as a team with peers and managers within FSD and other divisions
* Ensuring professionalism in all interactions and being a positive role model for staff

Adhere to the state case review plan by:

* Following existing state case review plan protocols

Team meetings - Policy updates, things that take more time to discuss:

* Schedule a minimum of once a month
	+ Provide and maintain minutes/recording for Field Program Manager and team members to review
* Discuss any policy or procedural changes
* Encourage equal participation from all team members
* Ensure all voices are heard

Huddles with staff - 15 minutes or less:

* Schedule a minimum of once a week
* Discuss hot topics or items
* Discuss priorities

Responsible for maintaining appropriate staffing levels by:

* Location coverage
* Critical hire requests

Accountability for facilities by:

* Maintaining current contact list for your location(s)
	+ Office Services Coordinator (OSC), etc.
	+ Landlord if applicable
* Reporting building issues and escalating when appropriate
* Maintaining awareness of available office space
* Ensuring team members are aware of safety plans for their locations
* Developing and maintaining appropriate plans to address the following:
	+ purchasing, equipment maintenance/needs
* Maintaining working relationships with building liaisons, co-managers, and agency partners in shared facilities as applicable

Excellent Communication is achieved by:

* Regularly communicating to your Field Program Manager what is happening with your teams; both positive and negative
* Escalating appropriate concerns to your Field Program Manager, i.e. threats, safety
* Regularly communicating
	+ goals met, individual successes, praise, etc.
* Clearly communicating directives and priorities and ensuring staff understand them

Provide in-person support to all locations(s) by:

* Program Coordinators must travel to best support all office they are over

ENGAGE:

* Use Employee Self-Service Portal to set up and confirm monthly ENGAGE meetings
* Send Outlook invitations notifying staff of ENGAGE meetings
* Ensure you are following ENGAGE protocols and maintain ENGAGE Notebook(s) to document conversations with your staff
* Encourage upward feedback
* Provide evaluation feedback to direct reports
* Give team members constructive feedback in a positive manner to promote professional growth
* Discuss team member’s performance relative to Objectives and KPIs at each ENGAGE meeting, [Performance Measures and KPIs – IM Resources (mo.gov)](https://fsdimresources.mo.gov/?knowledge_base=performance-measures-and-kpis)

Professionalism is achieved by:

* Supporting an environment where peers and staff are treated with respect and dignity
* Working as a team with peers and managers within FSD and other divisions
* Ensuring professionalism in all interactions and be a positive role model for staff
* Demonstrating the ability to handle/diffuse intense situations in a calm, reasonable, and professional manner

Other duties as assigned:

Willingly seeks and accepts additional or alternate assignments and complete within designated specifications and timeframes

Signature:

Date: