NORTHEAST TEXAS COMMUNITY COLLEGE
JOB DESCRIPTION

CIS Program Coordinator

Department: Outreach Services
FLSA Status: Exempt
Grade/Level: Admin/Prof I
Job Status: Full Time
Reports To: Associate Dean of Outreach Services
Amount of Travel Required: As needed
Positions Supervised: None
Contract Length: 10.5 months

PURPOSE:

The Communities In Schools Program Coordinator is solely responsible for the overall operation and management of the Communities In Schools CISTMS database for CIS of Northeast Texas. This position provides training, and assures adherence to guidelines and requirements established by funders. This position serves as a liaison between the Youth Services Coordinators (YSCs) of Communities In Schools of Northeast Texas and the State/National Offices of CIS and other funding agencies, working closely with the Executive Director and the YSCs to meet deadlines imposed at all levels. This position is instrumental in maintaining documentation toward Total Quality Systems (TQS), the accreditation criteria developed by Communities In Schools, Inc. The Program Coordinator position is responsible for providing technical computer support to the YSCs, and the Executive Director to facilitate the duties associated with computer use in their day to day jobs; this includes remaining on-call after regular working hours to be ready to provide technical assistance on an as-needed basis. This position is responsible for developing and delivering training to CIS staff in general, but with an emphasis on training relevant to technical issues within CIS, including campus implementation requirements, service delivery planning, case management processes, and Project Operations for new employees.

MAJOR RESPONSIBILITIES:

Quality Assurance

- Assure adherence to local, state, and federal guidelines regarding data collection and service delivery for the various programs within CIS.
- Verify that Coordinators are providing and documenting adequate and appropriate services to students as outlined in Assessments and Planned Services for each student.
- Provide regular feedback to Coordinators, and provide additional training when warranted.
- Provide training to new CIS Youth Services Coordinators on Campus Implementation Requirements, Campus Planning, Case Management of CIS students, Case Management Forms, and Data Entry into State data collection system.
- Coordinate and oversee the implementation of Campus/Project Plans and service delivery.
- Conducts ongoing self-evaluation and internal monitoring of student data, including service planning and service delivery.
- Assist with the development and implementation of the Strategic Plan, Annual Operational Plan, Mid-year Self-evaluation, Annual Closeout Report and other reports as needed.
Training Duties
- **Must be certified by CIS of Texas as a CIS of Texas Master Trainer.**
- Coordinate training activities for CIS program.
- Provide annual training to all CIS staff on Campus Implementation Requirements and Campus Service Delivery Planning.
- Provide ongoing training to CIS Youth Services Coordinators on case management process, data collection and data entry into CISTMS (State data collection application).
- Develop training curriculum for use by CIS of Texas Master Trainers.
- Attend required annual training workshop for CIS of Texas Master Trainers.

Mentoring Grant duties
- Write grant proposals to ensure continued funding is received to support program.
- Develop recommendation policy and procedures to be used with representatives of *Angel Tree*, an agency that works with incarcerated parent, caregiver and children. Within confines of confidentiality, we will be able to ask caregivers if we can recommend children for services between CIS/MCP and *Angel Tree*.
- Working with area businesses, churches, clubs and civic organizations to recruit mentors.
- Provide training to mentor recruits that have passed screening process.
- Working with Coordinators, monitor matches.
- Offer ongoing training opportunities to mentors.
- Submit program required reports to appropriate reporting agencies.
- Develop newsletter for advisory council, staff, mentors, and other stakeholders.

Other required duties
- Participate in regular meetings and conference calls with CIS State Office over data collection, case management, state policies, legislative issues, etc.
- Attend mandatory training events and meeting events as required by various funding agencies.
- Assist Youth Services Coordinators and Executive Director in set-up and operation of personal computers; provide training to the Youth Services Coordinators in the care and use of laptop computers/printers.
- Provide technical support to Coordinators and office staff with regard to computers and computer applications, especially with regard to program specific software and applications. Maintain and service computer and printing equipment when upgrades and unwarranted repairs are needed.
- Serve as a liaison between the local office and the state office in matters relating to CISTMS, case management, and training issues.
- Work closely with the Executive Director and Youth Services Coordinators in meeting deadlines imposed locally, as well as by various funding agencies.
- Create and generate detailed reports reflecting statistical data gathered by Coordinators, for use at all levels (from Coordinators for use in their schools, for grant funding, and to the State for submission to Legislators for justification of continued funding).
- Assimilate statistical data for use in grant writing, and in various reports, as well as other general information documentation for use in public relations.
- Participate in work groups and team meetings to develop policy and procedures relating to case management process and CISTMS on the local and state levels.
- Serve as a liaison between CIS of Northeast Texas and Northeast Texas Community College, serving on committees and task forces when called upon to do so, and participating in job related events and trainings offered by the college.
Complete other duties as assigned by the Executive Director.

POSITION CHARACTERISTICS:

The Program Coordinator works closely with the Executive Director in overall program planning, decision making and implementation. As the computer database used for case management is program specific, the CIS Program Coordinator position is unique to the Communities In Schools program. This position is characterized by numerous deadlines by various funding agencies, and as the position is so unique, the individual in the position must exhibit the ability to work independently, and as a member of a fast paced team. Handling highly sensitive student data is a daily responsibility for this position, and the individual in this position must exhibit the ability to maintain confidentiality. As this position is solely responsible for the overall operation and management of the CISTMS database for CIS of Northeast Texas, the CIS Program Coordinator must exhibit the ability to provide orientation and training to Youth Services Coordinators in the use of the CISTMS program, and case management coding structures. Development and creation of training and reference materials to facilitate the case management process by the Coordinators is a critical aspect of this position. The CIS Program Coordinator is responsible for assisting the Youth Services Coordinators with all phases of computer use and data entry, and must remain on-call after regular business hours to assist with problems that arise with computer and peripheral equipment, and with questions and problems relating to the CISTMS and the complex coding associated with CISTMS. Additionally, the individual in this position must possess the ability to repair and upgrade equipment, and troubleshoot software problems. Because of the statistical data this position maintains, the CIS Program Coordinator is instrumental in the writing of reports, grants, and general information used for various types of public relations.

QUALIFICATIONS:

The individual in this position should possess a Bachelor’s degree, but experience in a position utilizing demonstrated knowledge of complex relational database creation and maintenance may be substituted for education at a ratio or 2 years of experience for one year of education. The individual in this position must become certified by CIS of Texas as a CIS of Texas Master Trainer.

The individual in this position must possess the ability to work independently. This position requires a strong knowledge of database creation, maintenance, and manipulation. Experience using Access and Visual Basic command structures is highly desirable in the generation and development of reports. Experience in spreadsheet applications such as Excel, and of word processing applications such as MS Word or WordPerfect are critical to this position. Strong working knowledge of various operating systems is imperative, as is the ability to clean and repair desktop and laptop computers and printers. This position also requires a strong understanding of Internet applications.

The individual in this position must exhibit the ability to instruct and assist with technical and program related problems and questions; additionally, as this position is responsible for creating training documentation, the individual in this position must possess exceptional written and verbal communicative skills. The ability to make independent decisions, maintain confidentiality, and work independently and as a member of a fast-paced team is critical for this position.
Writing samples (including samples of technical reports designed, and instructional materials) should be requested.

REPORTING RELATIONSHIPS:

This position reports to the Communities In Schools Executive Director.

ADDITIONAL INFORMATION:

The CIS Program Coordinator position is unique to CIS of Texas. As it requires a highly specialized level of expertise in dealing with database management, and the ability and willingness to remain on call to assist CIS staff with computer and CISTMS technical questions, the position is considered a professional level position throughout Communities In Schools in Texas.

SIGNATURES:

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Communities In Schools Program Coordinator          Date

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Associate Dean of Outreach Services/Executive Director of CIS Date

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Vice President for Student and Outreach Services     Date

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President                                           Date

Job Description updated: August 2013

By: Diana Hall (Contract length update)