



JOB DESCRIPTION: ASSISTANT PROGRAM COORDINATOR

GENERAL RESPONSIBILITIES

Under the direct supervision of the Program Coordinator, the Assistant Program Coordinator helps ensure consumer needs are met through the efficient operation of the Personal Assistance Program. This role involves a mix of administrative support, staff supervision, and direct consumer engagement.

A key component of this role is operational continuity: the Assistant will assume the full duties and responsibilities of the Program Coordinator during their absence or vacation and will participate in the joint on-call rotation.

All functions are performed in alignment with the CSINW mandate: *“To provide quality services, which empower all persons with physical disabilities, to live safely and independently in the community.”*

COMMUNICATION

- Act as a secondary point of contact for consumers, families, Personal Support Service Worker, and external health services.
- Maintain a professional, approachable, and caring persona.
- Provide open communication between departments to ensure operational matters are handled seamlessly.
- Model professionalism and maintain strict confidentiality according to organization policy.

PROGRAM DUTIES & RESPONSIBILITIES

- **Supervisor Coverage:** Assume all Program Coordinator responsibilities when the supervisor is on vacation or leave.
- **Scheduling:** Assist with the scheduling of services and ensure all staff are updated on changes.
- **Consumer Support:** Assist in conducting orientations, performing annual RAI CHAs, and developing service plans.
- **Records Management:** Assist in recording medical information and maintaining comprehensive consumer files.
- **Referrals:** Help consumers navigate community, medical, and financial resources.
- **On-Call:** Participate in the **on-call rotation** to handle after-hours emergencies and operational adjustments.

SUPERVISORY DUTIES & RESPONSIBILITIES

- **Staff Oversight:** Provide ongoing guidance, leadership, and support to Personal Support Service Worker staff.



- **Training:** Assist in the orientation and training of new hires to ensure service quality.
- **Performance:** Provide input for probationary and annual performance evaluations.
- **Conflict Resolution:** Assist in handling consumer or employee complaints and help resolve potential conflicts.
- **Administrative Support:** Assist in reviewing timesheets, approving leave requests (in consultation with the Coordinator), and preparing for staff meetings.

HEALTH AND SAFETY RESPONSIBILITIES

- Ensure all staff adhere to CSINW Health & Safety Policies and pertinent legislation.
- Assist in investigating incidents/accidents and reporting unsafe conditions promptly.
- Help facilitate Health & Safety training and participate in workplace inspections.
- Act as a resource for staff regarding safe work practices and standard operating procedures.

KNOWLEDGE AND SKILL REQUIREMENTS

- **Education:** Post-secondary education in Human Services or a related field.
- **Experience:** Minimum of 3–5 years of personal care experience with a strong understanding of independent living for persons with disabilities.
- **Leadership:** Demonstrated ability to lead a team and make decisions under pressure, particularly during "acting coordinator" periods.
- **Technical:** Proficient in computer systems for scheduling and documentation.
- **Flexibility:** Must be available for a rotating on-call schedule including evenings and weekends.