

GEORGE HILLS COMPANY
California Mental Health Services Authority (CalMHSA)
Program Coordinator

Classification: Full-time; Exempt
Reports to: Deputy Director for Program Matters

CalMHSA, a JPA of 53 county members, serves as an independent administrative authority, for jointly developing, funding and implementing mental health programs at the state, regional and local levels. The Program Coordinator undertakes a variety of administrative and program management tasks. Under general supervision, the Program Coordinator provides a wide range of program and project support functions necessary for the operation of CalMHSA. The Program Coordinator provides research and support for program development and is key staff for all program matters.

To be an excellent program coordinator, you must be organized, detail-oriented, and comfortable working with diverse teams.

The following statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of the person holding this position.

Essential Duties and Responsibilities

Duties include the following and such other duties as may be assigned from time-to-time:

- Coordinate and monitor program contracts. Assist with developing all documents related to the definition, execution and management of programs (Scope of work, deliverables, budgets, etc.)
- Manage deliverable and invoice tracking from contractors and provide status updates to managers.
- Review invoices and deliverables as assigned by management.
- Collect and analyze information related to mental health, prevention and early intervention, and other relevant topics.
- Support communication efforts to relevant audiences external and internal to the organization.
- Manage and prepare visual presentations as needed.
- Work collaboratively with staff to develop and complete writing assignments.
- Complete assignments while identifying gaps and questions, and in accordance with deadlines.
- Assemble, manipulate, and analyze data from various sources as needed.
- Provides assistance on events, including, research, and materials coordination.
- Participate in meetings as related to special assignments.
- Maintain relationships with external partners.
- Help coordinate activities among different organizations through information sharing and proactive outreach.

Knowledge, Skills, and Abilities Required

- Works with ethics and integrity at all times.
- Punctual in all ways.
- Excellent communication (verbal and listening) skills on the phone and in person.
- Ability to answer telephone and office inquiries in a knowledgeable and professional manner.
- Ability to take and follow directions from multiple people.
- Ability to meet the time demands associated with working with multiple people.
- Ability to prioritize and communicate when priorities cannot be met.
- Proficiency work with Microsoft Office—Excel, Word, Outlook, PowerPoint.
- Ability to problem solve.
- Ability to multi-task and change directions quickly.
- Ability to work effectively in a fast-paced office environment is essential.
- Ability to meet time deadlines.
- Ability to produce accurate thorough work within the allotted time.
- Ability to communicate, meet and deal tactfully with the public and co-workers.
- Ability to function as part of a team.
- Ability to collaboratively work with a variety of individuals including managers, clients, vendors, and employees.

Professional Competencies

- Attend to detail and staying on top of assignments.
- Competent performance of job duties outlined in this job description.
- Dedicated to providing excellent customer services to all clients, vendors and employees.
- Follow and implement Authority policies and procedures.
- Demonstrate dedication to performing all required tasks and duties with ethics and integrity providing exceptional service while maintaining healthy collaborative relationships with clients and staff.
- Identify opportunities for improvement and makes constructive suggestions for change.
- Demonstrate a willingness to learn and attempt to perform tasks not specifically addressed in this job description.
- Develop relationships with clients during the course of work to foster good will being ever alert to information that will enable the Authority to better address present and future clients' needs.

Minimum Qualifications

- A bachelor's degree in business or related field is desired.
- Three years of program-related experience.
- Any equivalent combination of education and experience may be sufficient to successfully perform the duties listed above.
- Ability to accurately type 50 wpm.
- Proficient in Word, Excel, and PowerPoint.

- Excellent oral and written skills, critical thinking and problem-solving skills.
- Must be flexible, able to work independently, follow established time-lines, have the ability to manage projects and anticipate the needs of the individuals mentioned above.
- Commitment to team work.
- Ability to balance clerical, phone, and other office demands.
- Client Service experience.
- Work environment maturity and professionalism.

Professional Competencies

- Competently satisfy all job duties and responsibilities.
- Attention to detail in all job assignments.
- Error free work.
- Problem solving.
- Effective communication.
- Timely, professional response to internal and external inquiries.
- Provide exceptional service to clients and staff while maintaining the highest level of ethics and integrity.
- Maintaining healthy collaborative relationships with clients and staff.
- Demonstrate a willingness to learn and attempt to perform tasks not specifically addressed in this job description.
- Demonstrate a willingness to work on a team transitioning toward automation.
- Demonstrate loyalty to GHC.

Working Conditions and Physical Effort

- Normally works in a climate controlled environment.
- Sit for long length of time.
- Normal physical strength and ability to lift and maneuver routine office materials, equipment and tools.
- Lift and/or move boxes up to 25 pounds.
- Normal hand, finger, eye coordination.
- Normal ability to stoop, kneel and crouch.
- Normal physical mobility, which includes movement from place-to-place on the job taking distance and speed into account.
- Mental effort:
 - Normal concentration/intensity.
 - Normal memory, taking into consideration the amount and type of information.
 - Normal complexity of decision making.
 - Normal time pressure of decision making.

Salary Range:

\$50,000 - \$75,000 DOE