

## Job Description

<b>Job Title:</b>	Facilitator Coordinator
<b>Department:</b>	EPC200
<b>Reports to:</b>	Monica Richardson
<b>Supervises:</b>	Facilitators
<b>FLSA Classification:</b>	Non-Exempt
<b>Effective Date:</b>	9/12/2023

### **Position Summary:**

This position is responsible for supervising the agency facilitators including recruiting, interviewing, and ensuring onboarding and relevant trainings are completed. This position is expected to facilitate workshops on a regular basis. It will assist with the appropriate implementation of contracts. This may include scheduling and/or coordinating services, outreach to various special populations of parents, writing reports, maintaining accurate records and statistics, and attaining funder objectives and outcomes. Networking/meeting duties as assigned.

### **Essential Functions:**

- Facilitate workshops.
- Recruit, interview, and place applicants for Facilitator work.
- Work with Marketing and Public Relations and professional associations to publicize opportunities for Facilitators.
- Provide ongoing support and guidance for Facilitators.
- Act as a single point of contact for communications with Facilitators.
- Coordinate with Facilitators to resolve grievances and promote cooperation and engagement in EPIC programs.
- Facilitate distribution of information relevant to Facilitators.
- Survey staff regularly to assess the needs for Facilitator scheduling.
- Maintain Facilitator Service Descriptions for each workshop assignment.
- Ensure Facilitators are staffed to support all program areas.
- Recommend the most efficient use of Facilitators, appropriate Facilitator/supervisory mix, and future workforce needs to support program operations.
- Conduct and/or arrange for Facilitator orientation and training.
- Develop and manage Facilitator policies, procedures, and standards of Facilitator service.
- Assess participant facilitator feedback received through evaluation forms and make recommendations as appropriate.
- Complete appropriate paperwork for attendance/record keeping.
- Utilize Salesforce for appropriate record keeping.

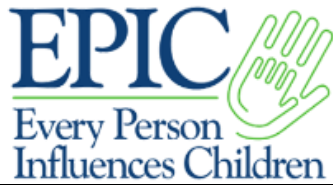
- Assist with reporting requirements, data entry, evaluation forms, and contract requirements.
- Communicate with supervisor to maintain safety of participants, facilitators, and staff.
- Respond to external inquiries about EPIC's services as directed.
- Networks and maintains positive relationships with community agencies, schools, and others.
- Assist in growth of programming through collaborations, grant applications, and funding opportunities.
- Evaluate all aspects of Facilitator programs to ensure effectiveness and to recommend/implement changes as appropriate.
- Maintain accurate records and provide timely statistical and activity reports on Facilitator participation.
- Develop, with Program directors, written communications such as letters, curriculum changes, instructions, or other media, as appropriate.
- Provide training to facilitators based on program and facilitator needs.
- Identify and participate in community outreach opportunities.
- Internal/External trainings as required (to include Mandated Reporter Training)
- Other duties as assigned by management.

#### **Education and Experience:**

- Associates degree and 2 years of experience in a related field or a minimum of 4 years of experience in a related field.
- Experienced with Virtual Facilitation Platforms (Zoom, Teams, Webex, Google Meets, etc.)
- Computer skills including proficiency in Microsoft Office (Word, Excel).
- Leadership and management skills and experience
- Salesforce experience preferred.

#### **Knowledge, Skills and Abilities:**

- Strong written and verbal communication skills.
- Strong attention to detail, organizational skills.
- Strong ability to multitask and meet deadlines.
- A reliable, responsible attitude with a compassionate approach.
- Effectively build and maintain external and internal relationships and provide a high level of service.
- Ability to work within a team structure as well as independently.
- Competency working with diverse cultural and ethnic populations.
- Ability to interact with participants using a strengths-based approach.
- Demonstrated capability to conduct oneself in a calm and professional demeanor when dealing with people and/or with difficult situations.



- Comfortable speaking to groups.
- Ability to facilitate based off program curriculum, without inserting personal bias
- Available on a flexible schedule based on program requirements, including evenings and weekends as needed.
- Must have own transportation.

**Physical Requirements/Working Conditions:**

The physical demands described represent those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand, walk, and sit for long periods of time.

The employee is required to regularly reach with arms and hands; use hands to handle. Hands and fingers frequently perform repetitive motion including typing/keying.

Occasionally the employee will lift and/or move up to 50 pounds.

This job requires close vision, peripheral vision, depth perception and the ability to adjust focus. Employee is required to regularly talk and hear.

*I have reviewed and understand the job description and believe it to be accurate and complete. I understand that EPIC retains the right to change the Job Description as they deem necessary. I will follow and adhere to my Job Description to the best of my ability.*

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Employee Signature

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Date