



ELEVATING THE SPECTRUM  
FOR INDIVIDUALS WITH AUTISM

## Coordinator - Job Description

<b>Job Description for:</b> Outreach Coordinator	<b>Start Date:</b> May 2021
<b>Reports to:</b> Program Manager	<b>Section:</b> Outreach Program
<b>Starting Wage Range:</b> \$17-20/hour (depending on experience and ability to additionally work directly with clients as a Registered Behavioral Technician – RBT)	<b>Term and Classification:</b> Part time, year-round, hourly, non-exempt (Full Time opportunity available if applicant also works directly with clients)

**About Ascendigo:** Ascendigo Autism Services is a 501(c)3 non-profit organization based in the Roaring Fork Valley near Aspen, Colorado. Founded in 2004 as a summer sports camp for children with autism, Ascendigo has expanded to offer year-round outdoor recreational options including summer and winter sports, a suite of community-based services for adults with autism, and behavior therapies for children with autism. Our goal is to integrate people with autism into community life, whether through outdoor recreation, assisting in basic life skills, finding compatible employment, or simply going out with friends to restaurants, museums, or concerts. Ascendigo takes full advantage of the unmatched natural facilities offered by Colorado’s Rocky Mountains, as well as the area’s charitable community spirit to open physical, experiential, and collaborative opportunities to individuals with autism. Currently, Ascendigo employs approximately 60 full- and part-time staff members with an additional 60-65 seasonal employees during the summer months.

### Job Summary:

The Program Coordinator will coordinate behavioral services for children and families affected by Autism Spectrum Disorder (ASD), which includes referrals, intake, and scheduling. The Program Coordinator a) schedules therapy and training delivered in a home, center and/or community setting; b) communicates the schedule to families, clients, and staff; c) manages the referral and intake process for services. If full time work is desired, please also refer to our Outreach Program Skills Trainer/RBT Job description for additional duties.

### Essential Job Functions:

- Create schedules based on staff/client availability
- Collaborate with the Operations Manager, Case Managers, BCBA’s, Adventures program, OR families, and Community Stakeholders (e.g. teachers, schools, offices, etc.) to schedule Outreach staff and clients to develop a schedule for client’s, consultations, supervision, and trainings.
- Communicate scheduling details with parents, schools, community partners and Outreach staff daily.
- Input schedules into the scheduling and billing systems on weekly basis and make updates as necessary daily.
- Facilitate day-to-day operations of the team, by ensuring that all necessary paperwork, scheduling, and documentation are up to date.
- Manage client waitlist and respond to inquiries for new referrals.
- Communicate the intake process to families.
- Coordinate and maintain the collection of documentation for Ascendigo’s Outreach Program.
- Communicate with the Operations Manager regarding data on referrals, intake, and waitlist clients.

- Communicate in a timely, consistent, and positive manner with staff, clients, and the community.
- Communicate with staff to ensure billable services are accurately annotated daily
- Adjust scheduling/billing to accurately reflect services provided
- Communicate with the Billing Department when staff schedules are accurate and ready for billing.
- Work with Billing Specialist to verify client contracts and insurance approvals.
- Communicate with Operations Manager and Asst. Clinical Director on start date for waitlist clients.
- Maintain client documentation.
- With the Outreach Assistant Director, act as liaison, promoting the Ascendigo Outreach services in schools, agencies and the community.

**Other Job Duties:** Arrives to work on time, engages in appropriate behavior with clients at and outside of work, appropriate interactions with supervisors & managers, attends trainings, meetings and collects data. Help maintain the upkeep of the Ascendigo offices, participates occasionally in Ascendigo promotional or fundraising events as needed.

**Physical Requirements/Equipment Used:** Basic computer skills (MS Office, email, social media), lifting and moving light to heavy objects (up to 25 pounds), competency to learn new technologies, Applicants are required to have and use their own smart phone for work duties. Ascendigo provides a monthly cell phone stipend for this use.

**Qualifications:** The Program Coordinator should have program coordination or logistical experience or be willing to learn these skills, as well as great people skills

- Demonstrate comprehensive knowledge of computers, including email, spreadsheets, basic office software, online shopping, and knows or is willing to learning and become proficient in technology specific to people with disabilities.
- Have knowledge of the field of autism as it pertains to children (or have the desire to learn)
- Apply critical thinking and problem-solving skills
- Possess effective skills in active listening, coaching, and human supervision.
- Display a positive attitude, show concern for people and community, demonstrate presence, self-confidence, common sense, and good listening ability.
- Be detail oriented, adaptable, organized, and successfully manage multiple projects/tasks.
- Possess strong interpersonal skills; collaborate with and motivate colleagues.
- Possess strong analytical and problem-solving skills.
- Work independently, set priorities, delegate, and meet deadlines.
- Possess excellent computer skills including word processing, scheduling software programs, spreadsheet management and PowerPoint presentations.
- Employ an understanding of the non-profit, volunteer and/or social services sectors.
- Work flexible hours. Some evenings, weekends and extended hours for meetings and events may be required.
- Follow the policies and procedures of the organization.
- Handle the personal care and confidentiality of clients with sensitivity and caring.
- Possess effective skills in active listening, coaching, and human supervision.
- Provide excellent oral and written communication skills
- Able to work collaboratively with a multi-disciplinary team
- Understand and use basic program management principles

In addition, the successful candidate:

- Must be age 21 or over and have legal working status.
- Must maintain a valid driver's license and excellent driving record.
- Must successfully complete required training.
- Must have prior experience in coordinating programs
- Must be able to travel for occasional professional development and client activities.

**Personal Characteristics:** The Program Coordinator should be committed and passionate about the Ascendigo mission of a holistic, active, community-based, independent, and person-centered life. He/she should believe in the dignity and potential of our clients. Additionally, the Program Coordinator should:

- Show maturity, responsibility, and dependability and follow through on tasks with modest supervision.
- Be diplomatic and discreet: commitment to maintain strict confidentiality and respect of residents and the privacy of residents and their families.
- Be proactive: taking the initiative, willing to pitch in and assist and offer input.
- Behave ethically: understand ethical behavior and business practices and ensure that their own behaviors and other staff is consistent with these standards and aligns with the values of Ascendigo.
- Build relationships: establish and maintain positive working relationships with others, both internally and externally, to achieve team goals.
- Communicate effectively: speak, listen, and write in clear, thorough, and timely manner using appropriate and effective communication tools and techniques.
- Use Creativity/Innovation: develop new ways to improve operations of Ascendigo and create new opportunities and enhanced systems.
- Focus on program needs: anticipate, understand, and respond to the needs of the program to meet or exceed expectations and support the team and our clients.
- Foster teamwork: work cooperatively and effectively with others to set goals, resolve problems, and make decisions.
- Lead: positively influence others to achieve results that are in the best interest of Ascendigo, our employees, and our clients.
- Make decisions: assess situations to determine the importance, urgency, and risks, and make clear decisions which are timely and in the best interests of Ascendigo.
- Organize: set priorities, develop a schedule to accomplish required tasks monitor progress toward goals, and track details, data, information, and activities.
- Solve problems: Assess problems situations to identify courses, gather and process relevant information, generate possible solutions, and make recommendations and/or solve the problem.