



ELEVATING THE SPECTRUM  
FOR INDIVIDUALS WITH AUTISM

## Outreach Program Coordinator - Job Description

<b>Job Description for:</b> Outreach Coordinator	<b>Start Date:</b> March/April 2022
<b>Reports to:</b> Program Manager	<b>Section:</b> Outreach
<b>Starting Wage Range:</b> \$50-\$55,000	<b>Term:</b> Hourly, Full Time, year-round, exempt

**About Ascendigo:** Ascendigo is a nonprofit organization that enhances the lives of children and adults living with Autism Spectrum Disorder (ASD) through outdoor/sports education, employment, adventure camps, community integration and an array of behavioral health services. We are headquartered in the heart of the Roaring Fork Valley (Carbondale, CO) and provide programming to over 200 individuals with autism of all ages from Aspen to Rifle. Currently, Ascendigo employs approximately 55 full- and part-time year-round staff members. Ascendigo is celebrating its 17<sup>th</sup> anniversary as one of the premier nonprofits in the Roaring Fork Valley and was named "Nonprofit of the Year" in 2019 by the Carbondale Chamber of Commerce for not only our programming and service to our community but also for how we compensate our employees through competitive wages and benefits while also creating a great culture based around our Mission: *To Elevate the Spectrum by Empowering People, Inspiring Lives, and Shattering Expectations.*

### 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, school and/or community setting; b) communicates the schedule to families, clients, and staff; c) manages the referral and intake process for services. d) provides direct care to clients. This role also includes working directly with our clients as an RBT. Please see RBT job description for details.

### 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.
- Facilitating 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.
- Work directly with clients who may have challenging behaviors that have occurred in the past 6 months
- Follow plans and written programs by BCBA, clinical team and approved consultants and implements behavior and treatment plans
- Act as a teacher to clients

**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. ***This role also includes working directly with our clients as an RBT. Please see RBT job description for details.***

**Physical Requirements/Equipment Used:** Basic computer skills (MS Office, email, social media), lifting and moving light to heavy objects (up to 25 pounds), use of full physical prompts for teaching or safety, competent to learn new technologies related to disabilities, good physical fitness to accompany residents on exercise and recreational activities.

All Ascendigo Employees who work directly with clients must be vaccinated for Covid-19

**Qualifications:** The Program Coordinator should have managerial or supervisory experience or be willing to learn these skills, as well as experience in working with older individuals with autism (18+).

- 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.
- Knowledge of the field of autism as it pertains to children.
- Ability to apply critical thinking and problem-solving skills to manage a team of professionals and engage in therapeutic intervention with individuals with autism/developmental disabilities.
- 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.
- Detail oriented, adaptable, organized and able to successfully manage multiple projects and tasks.
- Be organized and exhibit “follow through” on tasks and goals.
- Strong interpersonal skills, the ability to supervise and motivate colleagues.

- Strong analytical and problem-solving skills.
- Ability to work independently, set priorities, delegate and meet deadlines.
- Must be a team player.
- Excellent computer skills including word processing, spreadsheet management and PowerPoint presentations.
- An understanding of the non-profit, volunteer and/or social services sectors.
- Ability to work flexible hours. Some evenings, weekends and extended hours for meetings and events may be required.
- Access to a vehicle for travel throughout local community.
- Follow the policies and procedures of the organization.
- Ability to handle the personal care of clients with sensitivity and caring.
- Possess effective skills in active listening, coaching, and human supervision.
- Excellent oral and written communication skills
- Able to work independently
- Able to work collaboratively with a multi-disciplinary team
- Basic knowledge of program management principles
- Able to learn and use scheduling software programs.
- Excellent organization and problem-solving skills.

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 and background check.
- Must successfully complete required training.
- At least 3 years in related fields.
- Should have BA degree in psychology, education, special education, sociology or related field **or** experience in lieu of education.
- Understands that some Ascendigo residential households may be under security surveillance including but not limited to video monitoring, and that video may be reviewed on a need-to-know basis on request by the Ascendigo CEO/President.
- Able to travel for occasional professional development and client activities.

**Knowledge, Skills, Abilities:** This job requires certifications or successful training completion for CPR/First Aid, crisis management and Registered Behavior Technician certification.

**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 supervisor 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.
- 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 client goals.

- Communicate effectively: speak, listen, and write in clear, thorough, and timely manner using appropriate and effective communication tools and techniques.
- Creativity/Innovation: develop new ways to improve operations of Ascendigo and to create new opportunities.
- Focus on client needs: anticipate, understand, and respond to the needs of clients to meet or exceed their expectations and provide high quality care.
- 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.
- 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.