



## California Institute for Behavioral Health Solutions Job Description

**Employee's Name:**  
**Job Title:** Project Coordinator  
**Department:** LA County SUD  
**Reports To:** Director  
**Salary Range:** \$48,000 - \$60,000  
**FLSA Status:** Non-Exempt  
**Prepared By:** Human Resources  
**Prepared Date:** February 2023

**Our Values:** Recovery & Resiliency, Anti-Racist, Innovation, Continuous Improvement, Customer Commitment, Cultural & Linguistic Inclusion, Outcomes-Driven, & Health Equity.

**Position Summary:** The CIBHS Project Coordinator position is one that requires a person who works well within a team environment; can anticipate job requirement duties and engage in problem solving without ongoing prompts; has strong critical thinking skills; is energetic, innovative, and detail-oriented; has strong organizational and communication skills; and is responsive to the team's needs. Working under the direct supervision of the team Director, this position is responsible for participating in the coordination, planning and implementation of CIBHS projects which may include coordinating and supporting training, instructional and technical activities, research, and evaluation; assisting in processing and management of submitted proposals, contracts, and customer invoices for work performed; and other activities requested by CIBHS staff/customers.

**Essential Duties and Responsibilities** include the following. Other duties may be assigned.

- Project Administration (15%)
  - Participate in team project planning meetings.
  - Proofread and edit reports and presentations ensuring CIBHS approved templates are used for all reports, Power Point presentations, etc.
  - Attend meetings as assigned to produce timely minutes and submit to Sr. Associate/Director.
  - Set up and coordinate communication efforts with CIBHS staff, prospective customers, and stakeholders.
  - Create project timeline spreadsheet that includes work activities, project deliverables and invoicing as needed.
- Customer Service (20%)
  - Coordinate scheduling of meetings between CIBHS staff, stakeholders, and customer.
  - Coordinate with consultants on training and logistical needs.
  - Provide access to virtual events and ongoing registration support to attendees.
  - Initiate, coordinate and archive monthly project summary reports for customer.
- Training and Education Support (60%)



- Work with CIBHS team (Associate/Sr. Associate/Director) to coordinate all logistics for virtual and in-person workshops (e.g., Video platform, workshop location, AV equipment, catering), webinars, meetings, etc.
  - Develop and disseminate flyers or information on workshops/webinars under the guidance of Associate/Sr. Associate/Director.
  - Create/monitor/revise registration sites for CIBHS workshops/webinars.
  - Run reports to monitor registration numbers, revenue collection and cancellations; communicate reports to Associate/Sr. Associate/Director; and follow up on registration requests.
  - Responsible for timely printing/electronic dissemination of workshop/webinar manuals/materials.
  - Request QR codes for evaluations, close out evaluation, compile summary and disseminate feedback to project team.
  - Request continuing education packets that are timely and abide by Conference Planning timelines.
  - Under the supervision of Sr. Associate/Director, work with customer to decide on meeting agendas and content and develop or organize all materials that will be used in meetings (PowerPoint, handouts, videos).
- Other Essential Duties (5%)
    - Regular, predictable attendance is required.
    - Ability to get along and work effectively with others.
    - Maintain server folder structures for proposals, budgets, invoices, and all necessary materials germane to each project assigned.
    - Attend CIBHS staff meetings, project managers meetings and team meetings.
    - Adhere to all CIBHS policies and procedures.

**Supervisory Responsibilities:**

This job has no supervisory duties.

**Measures of Performance:** The Project Coordinator shall be considered to be performing in an acceptable manner when the following have been accomplished:

1. *Oral Communication* - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Tailors the content of speech to the level and experience of the audience; Uses appropriate grammar and choice of words in oral speech; Organizes ideas clearly in oral speech; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.
2. *Written Communication* - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.
3. *Customer Service* - Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.



4. *Attention To Communication* - Ensures that others involved in a project or effort are kept informed about developments and plans; Ensures that important information from their management is shared with their management's employees and others as appropriate; Shares ideas and information with others who might find them useful; Uses multiple channels or means to communicate important messages (e.g. memos, newsletters, meetings).
5. *Organizational Support* - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.
6. *Planning/Organizing* - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.
7. *Professionalism* - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.
8. *Adaptability* - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent changes, delays, or unexpected events.
9. *Attendance/Punctuality* - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.
10. *Initiative* - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Identifies what needs to be done and takes action before being asked or the situation requires it; Does more than what is normally required in a situation; Seeks out others involved in a situation to learn their perspectives; Looks for and takes advantage of opportunities; Asks for and offers help when needed.
11. *Thoroughness* - Sets up procedures to ensure high quality of work; Monitors the quality of work; Verifies information; Checks the accuracy of own and others work.
12. *Self Confidence* - Is confident of own ability to accomplish goals; *Presents* self-crisply and impressively; Is willing to speak up to the right person or group at the right time, when they disagree with a decision or strategy; *Approaches* challenging tasks with a "can-do" attitude.

**Qualifications:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Education and/or Experience:**



Associate degree or equivalent job experience of a minimum of four (4) years in program support and administration. Knowledge of public behavioral health systems preferred.

**Language Skills:**

Ability to read and interpret documents such as safety rules, operating and maintenance instructions and procedure manuals. Ability to write routine reports, and correspondence. Ability to speak effectively before groups of customers or employees of the organization.

**Mathematical Skills:**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

**Reasoning Ability:**

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

**Computer Skills:** To perform this job successfully, an individual should have knowledge of Internet software, the Microsoft Office Suite of products, (Excel, PowerPoint, Outlook etc.) various database and applications including virtual meeting platforms, (TEAMS, Zoom, Go to Meetings), Survey Monkey, and QuickBooks.

**Other Skills and Abilities:**

- Ability to conduct basic research, evaluation, and literature review.
- Demonstrated abilities to work effectively with multi-cultural, diverse stakeholders, staff, and communities.
- Proofreading skills, noting details, and detecting errors.
- Ability to be a self-starter and team player.
- Demonstrated dependability, time management, problem solving, and project planning skills.
- Ability to work with Microsoft Office Suite applications and other various database and applications including Zoom, GoTo Meeting, Survey Monkey and QuickBooks.
- Effective organization of work and priorities of activities to meet deadlines.
- Professional communication with both internal and external customers.
- Critical thinking skills.
- Excellent customer service skills.
- Ability to manage multiple, on-going projects while adapting to a constantly changing environment.
- Advance communication skills both oral and written.
- Flexible and able to work independently.
- Ability to support the team with project timelines.
- Ability to travel within State including air travel and overnight stays.



**Physical and Emotional Demands:** The physical demands described here are representative of 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. The inability to cope with a stressful work environment does not constitute a protected disability.

While performing the duties of this job, the employee is frequently required to sit. The employee is occasionally required to stand; walk; The employee must occasionally lift and/or move up to twenty-five pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, and ability to adjust focus.

**Work Environment:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually quiet.

**Acknowledgements:** I have reviewed and understand the above job description and believe it to be accurate and complete. I also understand that the company retains the right to change this job description at any time. I also understand that this job description is not a contract for work.

I certify that I possess all of the "Essential Requirements" of the job outlined herein, except as noted here (If none, so state): \_\_\_\_\_

I certify that I am fully capable (with or without a reasonable accommodation) of performing all of the essential functions documented herein, and I do not have a physical or mental disability that would jeopardize the health and or safety of my co-workers.

I do not require an accommodation in order to perform the essential functions of this job as indicated in this job description.

I require an accommodation in order to perform the essential function of this job as indicated on this job description. The accommodation I require is:

\_\_\_\_\_

I understand, and fully agree, that this job description does not constitute a written or implied contract for employment and that my employment relationship with the company is "at will," for an unspecified duration, and may be terminated at any time by me or the company as specified by Section 2922 of the California Labor Code.

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor's Signature

\_\_\_\_\_  
Date