

POSITION TITLE: PROGRAM COORDINATOR

CENTER:	Clinical Operations	DEPARTMENT:	Training
LOCATION:	110 Avon Street, Charlottesville, VA 22902		
FSLA STATUS:	Non-Exempt	INCLEMENT STATUS:	Non-Essential
GRADE:	10	SCHEDULE:	Full-time
		GROUP:	30

GENERAL STATEMENT OF RESPONSIBILITIES:

The incumbent serves as a Program Coordinator for Region Ten's Training Team. In this capacity, they have the responsibility for providing a variety of complex technical and clerical support for training management. The incumbent reports to the Director of Community Relations and Training and performs duties by proceeding alone under standard practices and referring questionable situations to the supervisor. Standard practices allow for the independent accomplishment of recurring tasks and use of own initiative for prioritizing the work schedule. In carrying out position duties, they perform in accordance with applicable professional ethics and established Region Ten policies, especially as regards confidentiality and customer satisfaction.

MAJOR DUTIES:

The essential functions of this job are starred below (*) under "Major duties."

1. *Promotes the overall culture of service, efficiency, effectiveness, and accessibility, and inclusion while prioritizing participation, engagement, and satisfaction, including attempting to address any barriers to treatment and services as appropriate.
2. *Promotes the agency's mission, values, and strategic plan, and motivates staff toward positive participation in agency initiatives.
3. *Demonstrate proactive positive problem solving, in a solution focused way to improve efficiency, effectiveness, and communication across the organization.
4. * Creates and maintains a customer service oriented and teamwork focused professional environment with the goal of helping employees meet all training needs in a timely and efficient manner; establishes and maintains healthy professional boundaries and maintains confidentiality regarding all issues, including but not limited to forms, enrollments, and documents handled in the Training Program.
5. * Carries out duties as technical support for the Training Program by providing organization and support to include responding to requests in a timely and professional manner, data entry and quality assurance of electronic data entry, maintenance and quality assurance of Training communications; photocopying; word processing; and other tasks as assigned.
6. * Works directly with the director to provide support for all training functions, including set up of room (tables, chairs, note-pad charts, markers, etc.), and course materials preparation.
7. * Maintains training databases and processes, including the Learning Management System, data entry, entering and tracking training classes, regular auditing of data, and providing reports for a variety of agency purposes.
8. * Tracks employee compliance with training curriculum and maintenance of required certifications.
9. * Tallies employee feedback and provides reports on feedback data.
10. Coordinates the development of data entry for training certificates and support staff and managers to utilize the LMS to obtain transcripts as needed.
11. Procures and manages supplies, updates and corrects handouts, and maintains and assembles supply of manuals and materials necessary for training programs.
12. Identifies opportunities to improve training processes, workflows, communication and customer service.
13. Recommends and implements solutions that increase efficiency and user experience.
14. *Creates and formats training materials according to provided content.
15. * Assists with event planning, including meal planning, registration, venue coordination/scheduling, and procuring and preparing supplies.
16. Supports employee registrations, registration changes, instructor cancellations, and rescheduling.
17. Manages training and media equipment reservations, distributions, and returns.
18. Provides relevant trainings as needed and coordinates with the team (potential trainings include MHFA, CPR/FA, ASIST, CPI).
19. Serves as team contact during the absence of the Training Director.
20. Reads all agency communication (i.e. Staff Notes, E-mail, etc.).

21. Other duties as assigned by the Director of Community Relations.

QUALIFICATIONS:

EDUCATION:

- The incumbent must have a bachelor's degree.

EXPERIENCE

- 2+ years relevant work experience in training, human services, human resources or equivalent combination of education and experience that qualifies them to perform the tasks as outlined in the position description.

CERTIFICATION/LICENSE:

- None required

KSAS

The incumbent needs to possess the following knowledge, skills and abilities:

Knowledge of:

- Adult learning and employee training administration principles.
- Behavioral Health Care
- Learning Management System (LMS) administration and reporting functions.
- Training compliance requirements, certification tracking, and record management.
- Project coordination and event planning principles.
- Data management, quality assurance, and reporting methodologies.
- Customer service best practices.
- Administrative and office management procedures.
- Business communications, professional correspondence, and document formatting.
- Microsoft 365 applications, including Outlook, Word, Excel, PowerPoint, Teams, and SharePoint.
- Organizational policies, procedures, and confidentiality requirements.
- Procurement and inventory management practices.
- Continuous improvement methodologies and process efficiency concepts.

Skills in:

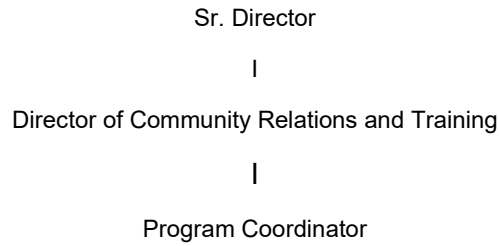
- Coordinating multiple training programs and competing priorities simultaneously.
- LMS administration, enrollment management, and learning record maintenance.
- Data entry, auditing, validation, and quality control.
- Developing reports, dashboards, and training metrics.
- Event planning and logistical coordination.
- Customer service and stakeholder support.
- Written and verbal communication.
- Problem-solving and issue resolution.
- Microsoft Excel, including data tracking, analysis, and reporting functions.
- Microsoft Office 365 and collaboration platforms.
- Meeting coordination and virtual learning support.
- Training material formatting and document preparation.
- Maintaining accurate records and documentation.
- Building productive working relationships with diverse stakeholders.

Abilities to:

- Work independently with minimal supervision while exercising sound judgment.
- Prioritize multiple assignments and meet deadlines in a fast-paced environment.
- Analyze information and identify practical solutions to operational issues.
- Maintain confidentiality and manage sensitive information appropriately.
- Adapt to changing priorities and organizational needs.
- Learn and effectively use new technologies, systems, and software applications.

- Communicate professionally with staff, leadership, vendors, and external partners.
- Coordinate complex training schedules, events, and logistical requirements.
- Interpret policies, procedures, and training requirements accurately.
- Maintain detailed, accurate records and documentation.
- Promote a positive customer service experience for employees and stakeholders.
- Collaborate effectively across departments and organizational levels.
- Use data and reporting tools to monitor compliance and support decision making.
- Lift, move, and arrange training materials, supplies, and equipment as necessary for training events.

POSITION ORGANIZATION CHART:



I have reviewed this job description and acknowledge the duties as well as the included KSA (knowledge, skills, abilities). I also understand the performance standards as they apply to this position.

Signature

Name Printed

Date

Position Description updated: August 31, 2026