

Job Description

Position Title: PACE Program Coordinator

Job Family: Instructional Support

Job Level: Professional - Entry

FLSA Status: Exempt

Salary Grade: 05

Position Summary:

The PACE Program Coordinator is responsible for providing leadership, support, and direction to the PACE coaching team. The PACE Coordinator launches the strategic direction of the program, establishing benchmarks for success, and implementing data-driven approaches for empowering students to create their own path to success. The PACE Coordinator works closely with ADR Program Specialists, College Faculty, and other College coaching teams to coordinate student plans.

Essential Duties and Responsibilities:

Examples of key duties are interpreted as being descriptive and not restrictive in nature. Incumbents routinely perform approximately 80% of the duties below.

1. Supervises a team of academic coaches: prioritize and assign work; support staff on processes and procedures; provide guidance on best practices; encourage participation in trainings and make hiring, disciplinary, and termination decisions
2. Determines student eligibility for entry to the program; collaborates in the development and implementation of a PACE plan to meet the specific needs of a student
3. Collaborates with academic coaches to ensure coaching is being applied appropriately, monitor overall student adherence to PACE plans
4. Provides one-on-one coaching with a caseload of students and develop/maintain individual student support plans
5. Enhances the PACE program through the creation and/or maintenance of the program training manual, curriculum, resource guide, tools for student measures, and staff accountability
6. Oversees the PACE staff-led student peer discussion group open to any student registered with ADR
7. Manages and monitors program activities; evaluate, coordinate, and supervise program goals, objectives, and activities; maintain data on student referrals, progress, and retention
8. Manages the day-to-day operations of the PACE program, participate in/lead various committees, work on affiliated projects, meet with community stakeholders, attend community programs (such as transition events), and promote the program as necessary
9. Administers satisfaction surveys to students and College teams, compile and analyze data; implement strategic actions using available data
10. Creates marketing strategies to ensure program exposure; extend the scope and impact of the PACE program by delivering services college-wide, and promoting PACE across other agencies, schools, and area professionals
11. Participates in College and department meetings, events, trainings.
12. Performs all other duties and responsibilities as assigned or directed by the supervisor.

Knowledge, Skills, and Abilities:

1. Knowledge of regulatory compliance principles and practices
2. Knowledge of internal and external customer service principles and practices
3. Skill in coordinating and monitoring the work of others
4. Skill in effective communication (both written and oral)
5. Skill in positive, productive, and flexible customer service
6. Skill in project management principles, processes, and techniques
7. Ability to apply analytical and critical thinking skills as well as draw conclusions and prepare accurate reports of results
8. Ability to develop and maintain effective and positive working relationships

Supervision:

- Supervises work of others, including planning, assigning, and scheduling work, reviewing work, and ensuring quality standards, training staff, and overseeing their productivity, and signing employee(s) performance evaluation. May have responsibility for making decisions on hiring, termination and pay adjustments.

Independence of Action:

- Results are defined and existing practices are used as guidelines to determine specific work methods. Carries out work activities independently; supervisor/manager is available to resolve problems.

Competencies:

Competencies are the actions and behaviors that can be observed as to how work gets done that supports the College's values and strategic objectives.

- Organizational Culture: Provides an opportunity to impact the organizational culture of Pima Community College by both acknowledging the College's past and helping to chart its future.
- Student Success: Allows the opportunity to support student success as well as improve access and retention.

Minimum Qualifications:

Candidates/incumbents must meet the minimum qualifications as detailed below.

- Bachelor's degree in Education, Adult Education, Developmental Education, Counseling/Psychology/Behavioral Health, Vocational Rehabilitation or another related field required.
- Master's degree in closely related field of study preferred.

- One (1) year of related program experience required.
 - One (1) to Three (3) years of related experience working with disabled populations related to academic support and/or transition planning preferred.
- OR An equivalent combination of certification, education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the key duties and responsibilities of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform critical tasks.

- **Environment:** Work is performed primarily in a standard office environment with staff contact and frequent interruptions.
- **Physical:** Primary functions require sufficient physical ability and mobility to work in a standard office setting; to remain in a stationary position for prolonged periods of time; to occasionally position self to perform duties; to move, position, and/or transport objects of light to moderate (up to 20 pounds) amounts of weight; to operate office equipment including use of a computer keyboard; to travel to other locations using various modes of private and commercial transportation; and to effectively communicate to exchange information.
- **Vision:** Ability to see in the normal visual range with or without correction.
- **Hearing:** Ability to hear in the normal audio range with or without correction.

Special Conditions of Employment:

- Some evening and weekend work hours
- Pre-employment Background Check Required
- Valid AZ Driver's License