

Program Coordinator

Join our growing team working to build stronger communities in Appalachia! Fahe is on a mission to eliminate persistent poverty. Our unique collaborative model connects a Network of local, regional, and national leaders, all working together to uplift our nation's rural places. Since our inception in 1980, the Fahe Network has served more than 535,000 people, made \$784.8 million in direct investments, and achieved a total cumulative financial impact of over a billion dollars in Appalachia.

Job Summary

The Program Coordinator will be responsible for completing the intake, orientation, voucher approval process, follow-up, and discharge for participants. This will include the following responsibilities:

- Interview participants to determine eligibility for the Kentucky Access to Recovery (ATR) Voucher program.
- Develop a positive working relationship with the participants to build trust and keep them engaged; demonstrate willingness and interest in helping the participant to be as successful as possible.
- Conduct an initial assessment with participant.
- Fill out various legal and regulatory documentation including, Consent, Release, and Contact Forms.
- Generate a Recovery Plan with each participant to make sure it meets the participant's needs and desires.
- Act as educator and advocate for the participants by helping them identify the support they need to help them most effectively in their recovery.
- Assist the participant to make their preferred service provider selection, in keeping with their stated goals on their Recovery Plan.
- Authorize the vouchers necessary to be sent to appropriate providers.
- Monitor the participant's adherence to the Recovery Plan by maintaining regular monthly contact.
- Meet with participants to review any desired changes to Recovery Plan and develop new vouchers for those services.
- Collect discharge and six-month follow-up data.
- Complete, update, and maintain comprehensive records in the Fahe Voucher Management System.
- Submit weekly activity reports for billing purposes.
- Participate in meetings and trainings for inter-disciplinary consultation, peer support, discussion of policies and procedures, quality improvement measures, and effective utilization of the Voucher Management System.
- Provide reports, service evaluations, data, and other forms of feedback necessary to improve the ATR intake process and general program.
- Assist in identifying qualified, Recovery Support Service providers.
- Contact vouchered Recovery Support Service providers, as necessary.
- Identify gaps in service delivery for those in recovery and conduct outreach to additional providers, advocating for needed programs and services to be added to the ATR Provider Network.
- Other related duties.
- Regular attendance and punctuality is required.

Requirements for this position include:

- Bachelor degree
- Commitment to quality improvement and consumer directed care
- Ability to establish and maintain professional relationships with participants, staff, and community agencies.
- Ability to express ideas concisely and clearly, both orally and in writing.
- Ability to adhere to strict confidentiality rules.
- Demonstrated organizational and time management skills and ability to multi-task.
- Ability to work well with others and independently; positively contribute to team.
- Ability to solve problems creatively and maintain high degree of flexibility and composure.
- Ability to learn and implement regulations, policies, and procedures
- Access to reliable transportation.
- Bi-lingual (English/Spanish) applicants strongly encouraged to apply.
- Ability to work independently.

Preferred Education and Experience

- Previous experience in social services
- Previous project management experience.
- Previous customer service experience.

This position is open in three locations: Louisville, KY, Whitesburg KY and a location tbd in northern KY.

For the past three years, our staff nominated Fahe has one of the top 100 Best Places to Work in Kentucky. Fahe is an Equal Opportunity Employer seeking applicants who can bring diverse viewpoints, experience, talents, and culture to promote our organization's mission of eliminating persistent poverty in Appalachia. We offer a diverse work environment with competitive salaries and excellent benefits. Visit www.fahe.org to learn more about Fahe.

Qualified candidates may submit a resume and cover letter to hr@fahe.org or mail to Fahe/ATTN: Human Resources; 319 Oak Street; Berea, KY 40403.