



## **PARTICIPANT PROGRAM COORDINATOR/ FACILITY COORDINATOR**

**Reports To:** Participant Program Manager and Operations Manager  
**Team/Department:** Operations/Participant Program Department  
**FLSA Status:** Non-Exempt  
**Hours:** Monday through Friday, 9:45 AM-6:15 PM. Some late evenings and Saturdays-as needed. Hours may change from time to time.  
**Location:** Amazing Place West

### **POSITION OVERVIEW**

Works as a team with the other members of the Participant Program Department, executing daily schedules for the Amazing Place Participant Program, as well as performing routine and preventive maintenance and repair procedures on the facility as directed.

### **RESPONSIBILITIES INCLUDE, BUT ARE NOT LIMITED TO:**

- Welcome Participants warmly to help make transition times as easy as possible.
- Present and/or co-present programs in front of a large Participant group or virtually. Programs include trivia, word games, short stories, cognitive games, physical exercise & others.
- Cue, accompany and/or assist Participants with toileting. Report observations of Participants and their needs daily in stand-up meetings and/or OneNote.
- Encourage social exchange amongst the Participants, Volunteers, and Staff.
- Set-up and assist in various group activities, both for Participant Programming and for other internal and external events.
- Serve as a Table Host during Participant lunches: serving meals, clearing tables, stimulating conversation, monitoring & redirecting Participants.
- Drive and escort Participants on multiple outings a month.
- Perform closing duties and facilitate transitions for Bo's Place as needed. facility by 7:00am daily.
- Complete facility repairs as requested by Operations Manager.
- Respond to emergency maintenance requests.
- Greet and/or assist outside technicians/vendors with facility repairs as directed.
- Conduct monthly facility inspections and notify Operations Manager of issues.
- Make occasional trips around Greater Houston area to pick up equipment and/or supplies.
- Routine inspections of bus including monthly interior clean and exterior wash. Report any issues to Operations Manager.
- Maintain outside storage room in an organized fashion, clean floors & wipe down cart and toolbox monthly. Discard non-working or broken furniture/equipment with Operations Manager approval.
- Other projects as assigned from time to time.

## **QUALITATIVE DIMENSIONS OF POSITION**

To perform the job successfully, an individual should demonstrate the following competencies:

- Approaches work with energy, enthusiasm & creativity.
- Proficient with a variety of technologies including: MS Teams, MS Office, iPad/iPhone, Xbox Kinect, and an assortment audio/visual components.
- Practices non-judgmental, unconditional acceptance of our Participants.
- Demonstrates warmth and kindness.
- Maintains a cheerful, friendly and positive attitude.
- Demonstrates patience and center-approved techniques to educate and communicate with Amazing Place Participants.
- Speaks clearly and persuasively in positive or negative situations.
- Utilizes listening skills to gain clarification and responds appropriately to questions.
- Upholds organizational values, working with integrity at all times and treating people with respect.
- Demonstrates the ability to adapt to frequent changes, delays, or unexpected events that are endemic to working with the specified population.
- Reacts well under pressure.
- Observes safety and security procedures; reports potentially unsafe conditions.
- Is consistently at work and on time; ensures work responsibilities are covered when absent; arrives at meetings and appointments on time.

## **CERTIFICATES, LICENSES AND REGISTRATIONS REQUIRED**

Valid Texas Driver's License, Maintains current CPR, AED Certification.

## **SPECIAL KNOWLEDGE, SKILLS AND ABILITIES REQUIRED**

Possesses solid organizational skills. Understands the concept of being a team player in a work environment where employees consistently come together for the greater good. Recognizes that the unpredictable nature of working with dementia patients could occasionally involve contributing more than your share of the workload to achieve a departmental or participant outcome. Maintains a cheerful communication style, demonstrating the necessary patience to work well with persons who have mild to moderate dementia.

## COMPETENCY

Amazing Place's mission is: Empowering lives affected by dementia. Consequently, we feel that in order to fulfill this mission, we must strive to hire employees who possess the following qualities. A successful candidate must be:

- Respectful
- A Team Player
- Flexible
- Trustworthy
- Empathetic
- Considerate

To perform the job successfully, an individual should demonstrate the following competencies:

**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 change, delays, or unexpected events.

**Attendance/Punctuality** - Is consistently at work and on time; ensures work responsibilities are covered when absent; arrives at meetings and appointments on time.

**Dependability** - Follows instructions, responds to management direction; takes responsibility for own actions; keeps commitments; commits to long hours of work when necessary to reach goals; completes tasks on time or notifies appropriate person with an alternate plan.

**Judgment** - Displays willingness to make decisions; exhibits sound and accurate judgment; supports and explains reasoning for decisions; includes appropriate people in decision-making process; makes timely decisions.

**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.

**Quality** - Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; applies feedback to improve performance; monitors own work to ensure quality.

**Quantity** - Meets productivity standards; completes work in timely manner; strives to increase productivity.

## 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 moderate.

## PHYSICAL 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 employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include Close vision and Color vision. While performing the duties of this Job, the employee is regularly required to reach with hands and arms and talk or hear. The employee is regularly required to stand; walk and sit. The employee is frequently required to stoop, kneel, crouch, or crawl.

*The above job description is not intended to be an all-inclusive list of duties and standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as assigned by their supervisor.*

*At Amazing Place, we celebrate the diversity of our employees and our leadership. Amazing Place is an equal opportunity employer, and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability status, protected veteran status or any other characteristic protected by law.*

## APPLICATION AND REFERRAL PROCESS

Applicant review is currently underway and will continue until the candidate has been selected. To nominate or be considered for this position, please contact Priscilla Plumb at [priscilla@sorrellco.com](mailto:priscilla@sorrellco.com) /281.224.0881 or Stacie Gaff at [stacie@sorrellco.com](mailto:stacie@sorrellco.com) /832.594.1925. All inquiries will be held in confidence.