

PATHWAYS FOR THE FUTURE, INC.

dba DisAbility Partners Asheville Office

Part-Time Non-Exempt

JOB DESCRIPTION

POSITION: CyberPals Coordinator

Pathways For The Future, Inc. dba DisAbility Partners is dedicated to partnering with individuals and the community to enhance, advocate for and support personal choices, independent living and community inclusion.

Job Summary:

This position requires the ability to multi-task in an accurate and timely manner with management and coworkers on a daily basis. The Cyberpals Coordinator manages the Cyberpals program including responding to consumer requests for computers, soliciting computer donations, coordinating the delivery of computers to consumers in the seven county service area of the Asheville office , outreach for the CyberPals program, and coordinating computer training sessions. This position coordinates volunteers for the programs at the Asheville office and provides support to staff as needs arise. The Cyberpals Coordinator works as a team player to achieve the stated goals and objective of Pathways.

ESSENTIAL JOB FUNCTIONS

- Regular Attendance and punctuality are required.
- Ability to work with diverse consumers on a cross disabilities basis.
- Schedule and train consumers in computer operations.
- Schedule and deliver computers to consumers and pick up computers as needed.
- Work with consumers to troubleshoot computer problems that occur after installation.
- Maintain donation log of all donations.
- Input data into consumer database system and update information as needed.

- Regularly monitor computer activity in the computer lab and computer refurbishing area.
- Recruit volunteer refurbishers and volunteers for CyberPals program.
- Prepare and submit required reports as needed on given due dates.
- Develop community partnerships.
- Outreach to community organizations, agencies and businesses for donations.
- Hold donation computer drives.
- Greet donors and accept computer donations.
- Provide services in compliance with HIPPA (confidentiality) requirements.

JOB QUALIFICATIONS

Education:

- Graduation from High School or successful completion of GED.
- Demonstrated ability to communicate effectively (verbal and written).
- Knowledge of computer operations.

Experience:

- Proven positive background in working with consumers on a one on one basis.
- Experience and proficiency with Microsoft Office Suite Applications including Word and Excel, email, and internet.
- One year office experience helpful.
- Experience working with persons with disabilities helpful.
- Experience in creating community partnerships.

Skills, Knowledge and Abilities:

- Must be a self-starter with the ability to organize tasks and manage time effectively.
- Must have excellent interactive skills and ability to motivate others.
- Requires excellent written and communication skills.

- Ability to work with management and staff to achieve goals of the organization.
- Ability to work independently, one-on-one or in a group setting to provide support with the ongoing daily operations of a multi-level non-profit organization.
- Must be able to travel throughout the seven county service area independently.

PHYSICAL REQUIREMENTS AND WORKING CONDITIONS

The position will primarily be in an office setting but will be required to go to consumer homes or another accessible location if consumer cannot come to the Center. Long periods of sedentary work and data entry are required. Reasonable accommodations will be made to enable individuals with disabilities to perform the essential functions of the job.

SUPERVISION OF POSITION

This position is supervised by the Associate Director. In the absence of the Associate Director, this position is supervised by the Executive Director.

POSITIONS SUPERVISED BY THE INDEPENDENT LIVING SPECIALIST

None

OTHER JOB RESPONSIBILITIES

- Identify and write articles for newsletter.
- Other duties that may be assigned.

JOB PERFORMANCE AND STANDARDS

- Maintain a professional relationship with consumers at all times.
- Completes work with accuracy and within program time frames.

- Demonstrates the ability to set and meet objectives with minimal supervision.
- Understands and appropriately applies the chain of command in relation to job position and supervision.
- Adheres to policies and procedures of Pathways For The Future.
- Acts as a role model both inside and outside the Center.
- Maintains a positive and respectful attitude.
- Meets work commitments and accepts accountability.
- Consistently reports to work on time prepared to perform the duties of the position.

COMMUNICATION SKILLS

- Utilizes effective and appropriate communication skills with consumers and staff.
- Utilizes and promotes “Person First” language.
- Utilizes skills that show understanding and accurate interpretation of consumers’ needs and concerns.
- Works toward resolution of interpersonal conflicts if they arise.
- Develops cooperative and collaborative work efforts that generally benefit all involved parties.
- Demonstrates the initiative to meet the needs of the agency by assisting coworkers as time permits.

PERSONAL/PROFESSIONAL DEVELOPMENT

- Submit updated information for personnel record in timely manner.
- Enroll in supervisor approved courses, seminars, and other training events that will increase job knowledge.

ORGANIZATIONAL AWARENESS AND COMMITMENT

- Demonstrates the ability to work toward project completion regardless of the time required to complete the task.
- Committed to community awareness of the organization.
- Committed to providing services to all of our consumers.

PERFORMANCE APPRAISAL

The CyberPals Coordinator's job performance is assessed after three months of employment (probationary period) and subsequently each year before the end of the fiscal year, September 30. Assessment will be based on job specific performance standards, agency wide performance standards and the policies and procedures of Pathways for the Future.

Job Description Acknowledgement

I have read and understand the Job Description for Independent Living Specialist and agree to fulfill the position's responsibilities to meet the defined standards as stated herein.

Employee Name (please print):

Employee:

Signature

Date

Supervisor:

Signature