



***Respite Center  
Program Coordinator  
Position Description***

RISE is an emerging leader in coordinated care and mental health service delivery in Dane County and the Greater Madison area. We embrace a strengths-based approach in partnering with others to address the mental health and wellness needs of our community. We value collaboration, learning, and growth. We encourage personal and professional growth in all positions in our agency and seek new talent that will continue to enrich and diversify our workplace perspective and our connection to the community.

The Respite Center Program Coordinator provides operational support for a committed team of staff and volunteers providing emergency childcare and respite for children ages 0-14 years as well as caregiver support and crisis counseling 7 days a week. The Program Coordinator works collaboratively with the Respite Center Program Manager and the Director of Early Childhood Programs to ensure care and attention to the needs of those involved. The person in this position is responsible for coordinating resources within the program and across the organization, ensuring program objectives are met, and supporting staff in their work.

**Responsibilities:**

**Administration**

1. Manage, complete, and oversee reporting functions specific to contract compliance and funding source requirements, maintaining accurate and complete records.
2. Meet and maintain all Licensing, Accreditation, and Safety Standards for a childcare facility, including upkeep of the environment, participant, and staff files.
3. Make sure that the childcare facility and program resources reflect the multicultural diversity of the children in the program.
4. Ensure the equipment used in the childcare area is safe and developmentally appropriate and that supplies are available and well organized.
5. Responsible for temporary changes to CFSA and Child Care Specialist schedules, coordinating regular staff and substitutes.
6. Complete annual continuing education per the expectations of the State of Wisconsin.
7. Support training and development needs of program staff, including maintenance of tracking required information for licensing standards.

**Leadership**

1. Maintain oversight of volunteer recruitment, orientation, and documentation.
2. Assist Program Supervisor in providing leadership support to staff.
3. Contribute to the ongoing monitoring and evaluation of staff and overall program effectiveness.
4. Support resolution of differences of style and practice among staff, within program guidelines.

5. Demonstrate a commitment to the learning and application of Trauma-Informed Care practices, including Reflective Supervision.
6. With the Program Supervisor, develop and implement recruitment strategies that ensure diversity in the paid professional staff and in volunteers.
7. Participate in the hiring process for Child and Family Service Advocates and Child Care Specialists.
8. Work with the Director of Development to establish strategies to ensure the best possible match between organizational needs and volunteers.
9. Facilitate Respite staff meetings.
10. Communicate succinctly in order to translate complex information and navigate stressful situations.

#### Direct Service

1. Serve as back-up support to Child Care Specialists and Child and Family Service Advocates (CFSAs).
2. Provide back-up crisis response and shift coverage as needed.

#### **Required Qualifications:**

- Associate degree in Social Work, Sociology, Special Education, Psychology, Counseling and Guidance, Criminal Justice, or any other course of study approved by the Department of Children and Families.
- Be at least 21 years of age.
- Demonstrated long-term interest in the wellbeing of parents and children, including demonstration of trauma-informed care.
- Meet minimum requirements for "Administrator" as defined by State of WI Department of Children and Families and The Registry.
- Meet the educational and work requirements of a Child Care Teacher within 3 months of assuming position (as determined by The Registry and Department of Children and Families), including: shaken baby syndrome prevention training, first aid, infant and child CPR, and automated defibrillator use certification as approved by the Department of Children and Families.
- 1 year of experience in a management/supervisory role with a leadership style engrained with humility, patience, and keen listening skills.
- 1–2 years of experience providing direct service to children and families and working with the child welfare system and/or group child care settings.
- Demonstrated ability to communicate in writing, verbally, and interpersonally.
- Demonstrated experience leading a team of diverse individuals who work together in delivering on shared goals.
- Proficient computer skills, specifically in current versions of Microsoft Word, Excel, Outlook, and Power Point; and willingness to learn new skills as needed or required.
- Must have strong time management skills, sound judgement and ability to pay attention to detail.

- Must have reliable vehicle, valid drivers' license, and insurance.
- Must be able to pass criminal and fingerprint background check.

### **HIPAA Regulations:**

As a required part of employment with RISE, the employee must preserve all rights and protections under the Health Information Portability and Accountability Act (HIPAA) of 1996 for the consumer population served by this agency; it is the obligation of the employee to ensure that private health information is protected and that disclosures are permitted only with appropriate authorization. The employee is required to comply with all Federal and State regulations as part of the organization's HIPAA training which describes the policies and procedures for the agency.

### **Physical Demands:**

While performing the duties of this job, the employee is required to sit at a desk and computer for long periods of time, is occasionally required to stand; use hands to finger, handle or feel; reach with hands and arms; stoop, kneel, crawl and/or crouch. Specific vision abilities required include reading computer screen and written documents; close vision, color vision and ability to adjust focus. The employee is required to communicate effectively via verbal, audible and written means.

### **Application Instructions:**

Send completed resume to [hr@risewisconsin.org](mailto:hr@risewisconsin.org)

Alternatively, fax to (608) 250-6637 or mail to:

Attn: Human Resources  
RISE  
2120 Fordem Ave  
Madison, WI 53704

If you need technical assistance or an accommodation during the application/hiring process, please email us at [hr@risewisconsin.org](mailto:hr@risewisconsin.org) or call (608) 250-6334.

- Criminal background check is required for employment.
- Valid Wisconsin Driver's License, access to reliable transportation, and automobile insurance are required

**RISE is an Affirmative Action/Equal Opportunity employer.** RISE offers equal employment opportunities to all employees and applicants for *employment, upgrading, demotion or transfer, recruiting, layoff or termination, rates of pay or other forms of compensation, selection for training including apprenticeship insofar as it is within our control* without regard to race, color, religion, sex, sexual orientation, national origin or ancestry, income level or source of income, arrest record or conviction record, less than honorable discharge, gender identity, physical appearance, political beliefs, student status, genetic information, marital status, age, disability, or any classification protected by federal, state, or local laws.

*The information written in this job description indicates the general nature and level of the work to be performed. This job description is not designed to contain or be interpreted as totally comprehensive of every job duty, responsibility, or qualification required by an employee assigned to this position. While employed in this position, an employee may be required to perform other duties not listed in the description.*