

Role of the Operations Coordinator

The Operations Coordinator will provide initial training and orientation to the Moving Forward initiative. She also serves as the primary contact person and supervisor for the Youth Peer Mentors. Her specific tasks will include:

- Providing training and orientation to new Peers.
- Ensuring that Peers complete timesheets every two weeks, verifying the accuracy of timesheets, signing off on them and sending them to HZA's business office for processing.
- Reviewing and maintaining additional paperwork, such as contact logs, with an emphasis on maintaining quality, accuracy and consumer confidentiality.
- Maintaining current contact information, agency assignments and schedules for all Peers.
- Documenting and ensuring that Peers complete training requirements for the program (e.g., certification, maintenance of hours).
- Providing other supervision such as discussions about available resources, regular supervision meetings or case-specific guidance.
- Helping ensure that Peers comply with the requirements and procedures of the agency at which they are co-located.
- Communicating with Peers and agencies on a regular basis to assess assignments, roles and activities, working with either party to make adjustments or resolve challenges as necessary.
- Overseeing the recruitment and hiring process that is outlined in the next section.