



Job Title: Program Specialist

Reporting To: Vice President and Chief Operating Officer

Location: Dore Jackson (MS)

Primary objective

Working as part of a multi-disciplinary team responsible for assessing clients with learning difficulties using a unique combination of technologies, gaining client trust and ensuring compliance to the exercise based remediation program.

Key accountabilities

Conduct initial and ongoing assessments with clients, using a unique combination of technologies.

- Carry out assessments professionally and confidently.
- Interpret test results competently.
- Communicate the results to the clients clearly and concisely.
- Utilize in-house computer software program.
- Maintain accurate, comprehensive, and organized client records.

Develop and maintain professional and supportive relationships with clients.

- Motivate clients to comply with exercise program in order to reach their full potential.
- Maintain clients confidentiality.
- Utilize interpersonal skills and a high degree of empathy.
- Communicate an overall impression of efficiency and professionalism at all times to clients, ensuring that visits to the Dore Office are positive experiences.

Participate within the team environment.

- Contribute to the effective operation of the team by supporting colleagues through clear communication, sharing of information, participating as a team player and working cooperatively with others.
- Maintain positive working relationships with colleagues which are fair, professional, supportive and respectful.
- Review and develop own work performance.
- Attend meetings as requested.
- Perform other duties specified by VP and COO.

Occupational Health and Safety.

- Responsible for personal health and safety.
- Comply with Dore requirements in relation to OHS activities and responsibilities.
- Identifies and reports OHS problems, where evident, in processes or systems.
- Reports accident/incident information promptly to Supervisor.

Qualifications, skills and experience

Essential

- Bachelor's Degree in psychology, human service, health science, or related field
- Sound computer skills.
- Demonstrates commitment, persuasiveness and readiness to make decisions.
- Works as a team player.
- Excellent interpersonal communication skills: communicates in a professional, engaging, nonjudgmental, and empathetic manner.
- Attention to detail.
- Flexibility and a high degree of adaptability.
- Efficiency in approach to and completion of duties.
- A commitment to working with integrity.
- The capacity to work with minimal supervision.
- Exceptional organizational skills
- Ability to multi-task to solve problems creatively
- Excellent mathematical, analytical, and verbal skills

Desirable

- Experience working in a counselling capacity – providing advice, support and motivation to clients.
- Knowledge and/or experience in aiding the development of children and young people, as well as adults.
- Experience in treating or working directly with children.
- Experience working with children and adults with learning, attention and/or behavioral difficulties, or mental health issues.
- Sound knowledge of the medical conditions treated by Dore.