

IDEA Coordinator

Location:	Washington, DC
Department:	People & Culture
Posted:	01/24/2024
Location Name:	Washington, DC
Wage Max:	56,400.00 Annual
Wage Min:	45,100.00 Annual
Position Type:	Full Time

Position Title: Inclusion, Diversity, Equity, & Accessibility (IDEA) Coordinator **Employment Status:** Full-time **Reports to:** IDEA Manager **Agency Division:** People & Culture

FLSA Status: Non-Exempt

SCI Summary: SCI supports people with disabilities, behavioral challenges, medically complex needs, transitioning youth, the elderly, and other populations using Maryland Department of Health's Targeted Case Management and Supports Planning work models as well as a concierge level geriatric care management and care partner model.

Position Summary: The Inclusion, Diversity, Equity, & Accessibility (IDEA) Coordinator performs a wide range of administrative activities to support the efficient operation of the IDEA program and provides backup support to the Corporate Administrative Assistant in support of the Chief People and Culture Officer and the People and Culture department. Works closely with Corporate Administrative Assistant to ensure needs of the People and Culture department are met. This support may be provided remotely or in-office from 8:30 am - 5:00 pm Monday through Friday. At times this role may require flexing of time or overtime and in-person responsibilities. This role will be involved in most aspects of the IDEA program. This individual will contribute to the organizational goals and objectives of IDEA and provide additional administrative support to the People & Culture department.

SCI Team Member Expectations: All SCI team members are expected to: Ensure services provided follow the organization's mission statement, core operating values and policies and procedures. follow HIPAA, confidentiality and security procedures and principles; collaborate with peers, leadership, and support areas of the organization; actively participate in and contribute to leadership and other staff meetings and

trainings; maintains compliance with federal, state, and local employment laws and regulations; follow self-direction and person-centered planning procedures and philosophy; and to foster a culture that values diversity.

Essential Duties:

- **Support management of IDEA Committee** to include, facilitation of IDEA Committee meetings and assist subcommittees with developing recommendations for initiatives outlined in the Enhancement Plan promote cultural awareness and an inclusive and diverse work environment.
- **Manage IDEA Awareness Calendar**, including maintaining calendar updates on SCoUT (SCI Intranet), monthly Town Hall presentations, developing awareness calendar materials (i.e., information pages), and communications to engage Team Members and enhance belonging and inclusivity.
- **Develop reports and maintain dashboards for IDEA** to include, running, compiling, and presenting data summaries for use in the department, leadership activities, and the IDEA Committee; specific support in comprising the annual State of IDEA Report; developing materials to communicate statistical data insights, progress, achievements, and areas of concern to stakeholders; maintaining IDEA Committee dashboards.
- **Manage and maintain** the IDEA SCoUT pages in collaboration with the IDEA Manager, Marketing & Communications, and IT using SharePoint.
- **Gather and perform analysis** on current IDEA trends and best practices, benchmarking, needs assessments, focus groups, surveys; conduct research and prepare reports on other related priorities.
- **Support the IDEA Manager** as a thought partner in developing and managing IDEA related projects, initiatives, and/or materials; including but not limited to coordinating Listening & Learning sessions, developing community partnerships.
- **Assist with designing and developing trainings, workshops, and events related to IDEA** in collaboration with Talent Development to build awareness and knowledge of IDEA.
- **Assist with university partnerships and recruiting** events in collaboration with Talent Acquisition, including, but not limited to, attending career fairs, hiring events, etc. to enhance SCI's workforce.
- **Collaborate with Marketing and Communication to develop materials**, including, but not limited to flyers and handouts, media clips, and additional communications in collaboration with the IDEA Manager and the Director Of Marketing & Communications (IDEA Committee Co-Chair).
- **Administrative support** to include managing IDEA committee and meeting agendas, minutes, developing presentations, prepare, review, and/or edit written communications.
- **Presentation Support** such as preparing PowerPoint presentations, collaborating with presenters to run PowerPoint in meetings, and presenting or facilitate, as needed.
- **Event and Administrative Support for People and Culture events**, including SCI Day, the Leadership Development Conference (LDC), and other events.
- **Identify opportunities** for continuous process improvement.
- **Backup Support and coverage** for People and Culture Corporate Admin, this may include meeting coverage, events, and other administrative duties.

- **Consistently exercise discretion and good judgment**, including sensitivity to confidential information, and cultural sensitivity and awareness related to individuals from wide-ranging backgrounds.
- Various job-related duties and special projects as assigned .
- Passion for creating an inclusive workplace where everyone feels valued and respected.
- Maintains current knowledge of diversity-related issues, legislation, and best practices.
- Commitment to advancing inclusion, diversity, equity, and accessibility.

Other Responsibilities:

- Event and training coordination skills
- Complete special projects, as requested.
- Support in-person and virtual IDEA and or People and Culture events, as needed.
- Participate in meetings and training sessions that offer learning opportunities that promote and enhance skills and professional development.
- Provide administrative support as needed to team members during normal business hours, 8:30 am - 5:00 pm.
- Perform all duties described, and others as required, using the foundation of SCI's core values

Supervisory Duties:

- This position has no supervisory responsibilities

Education Required:

- Associate degree in HR, Inclusion, Diversity, Equity, and Accessibility (IDEA), Business, or equivalent experience related experience required with a focus on equal employment opportunity, affirmative action, and diversity programs, preferred.

Experience Required:

- Minimum 3 years' administrative and/or project management experience
- Minimum 3 years' experience in HR and/or Diversity, Equity, and Inclusion initiatives or related field
- Must be adept at fostering strong relationships, building collaborations, and developing networks
- Strong written and communications skills (i.e., meeting facilitation, presentation development)
- Volunteer DEI initiative coordination or management through community involvement, is a plus
- Proficient with Microsoft Excel (i.e., formulas, conditional formatting, and pivot tables)
- Proficient with Microsoft Office suite (i.e., Word, Teams, OneDrive, and SharePoint)
- Microsoft Office suite

SCI Value Related Competencies:

- **People Come First** (Customer Focus): Thinks and acts with people we support in mind when making decisions. Dedicated to meeting the expectations and requirements of internal and external shareholders, uses information and feedback to improve services.
- **Building Relationships and Connections:** Interpersonal savvy. Relates to all kinds of people. Builds appropriate rapport, uses diplomacy and tact, diffuses high-tension situations comfortably. Establishes and maintains meaningful connections within the community and the organization (internal and external stakeholders).
- **Education** (Informing Others): Quickly finds common ground to solve problems. Is seen as a cooperative team player. Provides coaching and mentoring to team members. Consistent communicator provides team members with the tools they need to perform their jobs in a timely manner. Explores all available options to make the best decision for internal and external stakeholders.
- **Diversity:** Values, appreciates, and honors the ways in which cultural differences can create value in organizations. Is service oriented: Demonstrates a commitment to the philosophies for services and the goal of independence for the people we serve. Raises awareness in communities to appreciate the similarities and unique gifts of each person. Interacts with all kinds of team members equitably, deals effectively with all races, nationalities, cultures, disabilities, ages, and genders, supports equal and fair treatment and opportunity for all.
- **Driving Solutions** (Perseverance): Pursues all initiatives with energy, drive, and the goal to succeed.

Job-Specific Competencies:

- **Interpersonal Savvy:** Relates well to all kinds of people, builds appropriate rapport, uses diplomacy and tact, can diffuse high-tension situations comfortably.
- **Listening :** Practices attentive and active listening. Forward-thinking to proactively prioritize and anticipate steps and contingencies when addressing tasks.
- **Technical Learning:** Easily learns new skills. Proficient at understanding other industries, companies, products, or information.
- **Integrity and Trust:** Follows through with assigned tasks, goals and responsibilities, maintains confidentiality, utilizes company resources effectively, reliably follows through on commitments made to others.
- **Learning on the Fly:** Agile and versatile in learning to deal with unusual problems, open to change, enjoys a challenge
- **Dealing with Ambiguity:** Can effectively cope with rapid change and uncertainty; efficient and productive even when processes are not fully in place.
- **Action-Oriented:** Quick to act on an opportunity, enjoys working hard.

- **Personal Learning:** Intuitively understands others' behaviors, reactions, and demands and is able to shift communication accordingly. Seeks feedback.
- **Written Communications:** Able to write clearly and succinctly in a variety of communication settings and styles.
- **Organizing:** Pulls resources (people, funding, material, support) together effectively and efficiently, can orchestrate multiple activities at once to accomplish a goal.
- **Building Effective Teams:** Creates strong morale and spirit. Fosters open dialogue. Allows people to finish and take responsibility for their work. Defines success in terms of the whole team. Creates a feeling of belonging for team members.
- **Ethics and Values:** Adheres to organization's set of core values and beliefs and acts in line with those values.
- **Customer Focus:** Thinks of the people we support first and foremost; dedicated to meeting the expectations and requirements of internal and external shareholders, uses information and feedback to improve services.

Physical Demands: Generally, presents standard office environment. Must be able to remain in a stationary position >95% of the time. Continually operates a computer, keyboard and mouse, and other office productivity machinery, such as a calculator, copy machine, printer, and mobile Smartphone device. Constantly positions self to comfortably maintain computer equipment. May occasionally be required to move about in an office setting or position office equipment weighing between 10-25 pounds. Vision abilities required by this job include close vision. Ability to operate a motor vehicle. The person in this position frequently communicates with other people. Must be able to exchange accurate information in these situations.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this job. This job description is subject to change at any time.

*SCI does not sponsor for immigration, including for H1B, TN, and other non-immigrant visas, for this role.

#INDSCIO

Disclaimer: The recruitment process is approved by Service Coordination Inc.'s Recruitment Committee and subject to change based on business needs.

In recognition of the continuing COVID-19 pandemic, Service Coordination Inc (SCI) is committed to maintaining a safe and healthy workplace. Because of this, SCI is requiring all new hires to be fully vaccinated. New hires will be required to provide proof of vaccination status as part of the on-boarding process. SCI provides reasonable accommodations, absent undue hardship, for medical reasons under ADA and for employees with sincerely held religious beliefs, observances, or practices that conflict with getting vaccinated. You may request reasonable accommodation or other exemption to Sonji Ashford at sashford@sc-inc.org.

Service Coordination is an equal opportunity employer and committed to the full inclusion of all qualified individuals. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, disability, age, sexual orientation, gender identity, national origin, hair texture or protected hairstyle, veteran status, or genetic information. Service Coordination is also committed to providing equal opportunity and access to individuals with disabilities by ensuring reasonable accommodations are provided to participants in the job application or interview process. To request a reasonable accommodation, contact Kathryn Eckert at kathryn.eckert@sc-inc.org or 410-218-5581.

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