



POSITION TITLE: Coordinator of Clients and Community

DATE: September 2026

REPORTS TO: Director of Program Operations

HOURS: Part-Time

Qualifications: The Coordinator of Clients and Community (CCC) position requires experience in client support and management. The CCC must be deeply committed to promoting issues of accessibility and services for people who live with a disability, particularly people who are d/Deaf or hard of hearing, and to ensuring the highest standards of welfare for dogs. The CCC's personal attributes must include patience, flexibility, high emotional intelligence, clear and direct communication skills, appropriate transparency, effective public speaking skills, excellent boundaries, a proven ability to safeguard sensitive information and protect confidentiality, and strong, effective teamwork.

The CCC must have work experience in the following areas:

Required Experience

- Client relations and management, including intake and assessment, preferably for d/Deaf and hard of hearing individuals and people with disabilities.
- Collaboration building and public speaking.
- Virtual meetings and working in the Google environment.

Preferred Experience

- Group facilitation.
- Program design, implementation, evaluation, and quality assurance.
- Volunteer management experience.
- BSW/MSW
- ASL

Job Duties: The CCC is accountable to and supportive of the Director of Program Operations for the following duties, for which the CCC holds primary responsibility:

Clients

- Serve as the first point of contact for client applications and oversee and ensure the effective delivery of client programming from waitlist through intake, handler training, team training, graduation, and ongoing support.
- Implement processes and policies for clients on the waitlist, including communication, follow-up, and assessment for matching.
- Provide and support online training and protocols necessary for clients to complete before a final match.
- Support a positive client/dog match process.
- Provide and support ongoing evaluation and pair-recertification processes.
- Ensure training assistance is continually accessible to clients through virtual training modules, phone, and virtual calls.



- Build networks within the Paragon community and establish an array of resources for our clients, e.g., a network of interpreters, caregiver support groups, and grief groups following the loss of a service dog.
- Provide and support processes for data collection and formative and summative evaluation.
- Provide and support operations standards related to clients.
- Client crisis management.
- Provide or ensure client follow-up for issues that arise; triage training and behavior issues and establish a plan.
- Facilitate client monthly Zoom meetings.
- Maintain client files and documentation from application through certification.

Community Outreach and Networking

- Deliver presentations and public speaking engagements to diverse audiences to promote mission, programs, and impact.

Professionalism

- Know and abide by Paragon's Operating and Personnel Policies and Procedures.
- Know, support, and promote the Mission, Values, and Goals of Paragon.
- Represent Paragon in a positive and professional manner.
- Maintain safety as Paragon's paramount concern. Place safety first in all actions and activities.
- Participate in appropriate aspects of ADI Accreditation, ensuring compliance and best practices in alignment with ADI.
- Promote and support an effective team environment, including adherence to Ethical Communication practices with staff, clients, volunteers, and community members.
- Serve as a supportive Team Player, including helping with dog support, helping ensure a clean and effective office environment, assisting with social media, and updating dog/client stories.
- Demonstrate respect, interest, compassion, and caring for clients, dogs, volunteers, supporters, and community members.
- Attend and participate in staff meetings.