



## **ABLE Agency Program Coordinator Role Overview**

The ABLE Standards require that each ABLE agency designate a program coordinator to spearhead ABLE implementation. This position, which need not be full time, is expected to coordinate the roll out, promotion, and reinforcement of the program.

Due to the nature of the position and the importance of agency-wide ABLE implementation, it is critical that the ABLE program coordinator have the full and vocal support of agency leadership, and be provided with the resources, time, and personnel necessary to carry out the duties and responsibilities of the role. When selecting a candidate for this role, we suggest clearly establishing lines of communication with agency leadership, through regular check-ins and/or other ongoing touchpoints.

### **Role and Responsibilities**

The duties of the program coordinator may be carried out solo or in collaboration with other stakeholders, as appropriate, and include:

- Completing the ABLE implementation outline as part of the agency's application to join ABLE;
- Coordinating with the ACE for any needed technical assistance on:
  - Creating a training plan to ensure all commissioned personnel, from academy recruits to the chief executive of the agency, receive the initial, 8-hour training;
  - Incorporating the annual 2-hour refresher training into the agency's in-service training plan (or creating an alternative plan to ensure all commissioned personnel receive the refresher training annually);
  - Coordinating the required annual written or in-person updates to the community-based organizations that submitted letters of support for the agency's ABLE application;
  - Collaborating with agency leadership to institute an ABLE awareness program to regularly promote the principles and benefits of active bystandership, including regular messages from agency leadership, roll call

training, and other reminders of the benefits of active bystandership;

- Coordinating with agency leadership to ensure policies reflect the requirements set forth in the ABLÉ Standards regarding an anti-retaliation policy, a requirement to investigate apparent failures to intervene, and the recognition of a successful intervention as a potential mitigating factor in discipline proceedings;
- Ensuring the agency has dedicated a point of contact for the employee wellness program, and coordinating with this point of contact to create a communications plan to publicize resources and services available to agency personnel;
- Ensuring all ABLÉ instructors allot sufficient time in class for participants to complete the pre-training and post-training surveys, and communicating the importance of completing the three-month follow-up surveys;
- Serving as the primary point of contact with the ABLÉ Team, reporting on progress and/or challenges as necessary; and
- Identifying additional opportunities to promote and reinforce the principles of active bystandership throughout the agency.

If your agency chooses to establish an [ambassador program](#), the ABLÉ program coordinator may also be tasked with coordinating the ambassadors' activities. If your agency chooses to take on any additional research opportunities (of which you are asked to notify the ABLÉ Team), the program coordinator may also support those efforts.

### **Required Skills & Qualifications**

The ABLÉ program coordinator must possess:

- A deep understanding of, and commitment to, the principles of active bystandership as expressed through the [ABLE Standards](#);
- Exceptional organizational and project management skills;
- Strong attention to detail;
- An ability to communicate effectively with diverse stakeholders, including agency personnel and community groups;
- An innovative and growth-minded attitude;
- Adaptability and willingness to change course as needed to achieve results; and
- Perseverance and follow-through.

### **Selection Process**

The ABLE Team strongly recommends soliciting applications for the role of ABLE program coordinator, as it is crucial that the individual in this position be dedicated and be able to devote the time necessary to ensuring full implementation of the ABLE Standards agency-wide. We suggest asking for the following as part of the application process:

- A cover letter (no more than 1-2 pages) explaining their interest in becoming the ABLE program coordinator and their understanding of, and commitment to, the ABLE Standards;
- Most recent annual evaluation;
- Internal Affairs history (candidates should have no sustained misconduct complaints within the past 24 months);
- Statement of support from the individual's direct supervisor indicating a willingness to allow the individual to complete program coordinator duties as part of their regular tour of duty (unless you plan to offer overtime).

We also recommend hosting interviews with ABLE program coordinator candidates. Suggested interview questions include:

- Why are you interested in serving as the ABLE program coordinator? What do you think you personally will bring to the role?
- How do you think ABLE can help positively impact you and your colleagues?
- Tell me about your experience managing complex, long-term projects. How do you keep track of everything that needs to be done? How do you prioritize?
- You may receive pushback from some officers whose buy-in you need. How do you plan to address this pushback? What will you do if you feel you are not getting the buy-in you need?
- Do you foresee any obstacles to our agency's full implementation of ABLE? If yes, do you have any ideas on how to overcome those obstacles?