

**SPECIAL SERVICE FOR GROUPS**  
**JOB DESCRIPTION**

---

<b>Title:</b> Program Specialist	<b>Division:</b> HOPICS/ Family Programs
<b>FLSA:</b> Non-Exempt, Full time	<b>Supervisor:</b> Associate Director
<b>Pay Range or Rate:</b> TBD	<b>Revised:</b> 03/01/21

---

Summary

Under the direction of the Associate Director, the Program Specialist will be responsible for supporting administrative and programmatic processes for the Homeless and Housing Programs at Family Solution Center at HOPICS.

Essential Functions

- Working collaboratively with program managers, supervisors and direct service staff with data clean-up efforts.
- Submit weekly, monthly and quarterly data and performance reports
- Assist with data entry and data integrity efforts
- Provide technical assistance to program staff
- Work collaboratively with the Quality Assurance Coordinator and Data Specialists
- Address milestones and service activities
- Prepare reports in conjunction with program managers in accordance with funding requirements
- Ensure files and databases contain the same information.
- Assist with processing payments to vendors
- Reconcile monthly invoices from Vendors
- Process furniture requests from case managers
- Provide direct support to Associate Director with new project set up.
- Provide direct support to Associate Director with daily calendar, community meeting, staff meeting.
- Work with direct service staff to ensure maintenance of up-to-date and accurate documentation in client files for service coordination/case management, housing placement, move in assistance, community re-integration and any other additional services provided.
- Work with direct service staff to ensure data into HMIS system within 24 hours.
- Prepare project reports in accordance with funding requirements.
- S/he will assist in trainings and provide support to necessary staff, providers, and other project partners participating in project. Prepare reports in accordance with program requirements and Division policies.
- Understand and accurately articulate the HUD definition of homelessness and chronically homeless
- Attend all programs, department, funding specific and other associated meetings and trainings as required or needed.
- Some evenings and weekends required.
- Perform any other appropriate responsibilities as assigned by the Associate Director.
- Must know, understand and be able to articulate the mission, vision, and core values of HOPICS.
- Obtain and maintain the working knowledge of Rapid Rehousing programs and their eligibility criteria
- Ability to understand and carry out oral and written direction.
- Maintain files/records on client services in compliance with HIPAA, 42 CFR Part 2 and other funding requirements for audit purposes.
- Maintain appropriate boundaries; and adhere to SSG's Code of Ethics and HOPICS' Core Values.
- Represent the Agency in a professional manner at meetings and community events.
- Regular attendance required.
- Other duties as needed.

Secondary Functions

Perform other duties as assigned by the Associate Director or Division Director.

Minimum Qualifications - Knowledge, Skills and Abilities Required

Associates Degree in Social Services or other administrative, business or housing field is required from an accredited or state approved college or university, with a minimum two (2) years job related experience working with homeless individuals and families **OR** five years experience working in social service field; case

management and homeless program experience preferred. If in recovery, a minimum of three (3) years of being drug and alcohol free is required. Working knowledge of Microsoft Word, Excel, and other database programs. Knowledge of resource development, case management and documentation. Ability to work with clients from diverse cultural, ethnic, and socio-economic backgrounds. Ability to communicate effectively, both written and orally. Verification of Employment Eligibility and Background Clearance. TB test required (Not more than (3) month prior to or (7) days after Date of Hire, and renewed annually thereafter), CPR and First Aid Certification required within 30 days of employment. Ability to communicate effectively, both written and orally.

Non-Essential Qualifications:

Experience using HMIS

Supervisory Responsibilities:

This position does not have any supervisory responsibilities.

Environmental Conditions (Working Conditions)

This position is responsible to work in “client friendly” environments and is required to visit other shelters and homeless access centers as part of their duties. Local automobile travel is required. There is some responsibility to work in noisy environments where children and adults are present.

Physical Requirements

The Data Program Specialist typically spends time sitting, standing, typing, thinking, writing, walking, carrying (max. 25 lbs), listening, speaking.

Mental Requirements

This position will require the individual to be able to handle any/all of the following: constant distractions, interruptions, uncontrollable changes in priorities/work schedules: be able to process information, think and conceptualize.

---

---

*Special Service for Groups is an Equal Opportunity/Affirmative Action Employer*