Position: Program Services Specialist

Responsible To: Program Services Coordinator

Pay Rate: $15 an hour

Employment Status: Regular, Full Time

General Responsibilities:

Primarily works in the New Hope Homelessness Program. Assists with all service area programs/projects including information and referral, community development activities, internal and external communications, data input and management, conducting customer assessments, customer eligibility screening and customer outreach.

Specific Duties and Responsibilities:

Will conduct customer intake, primarily for the New Hope program, establishing a customer record (electronic and paper), completing applications and/or enrolling customers in services as appropriate, and making referrals to other community resources.

Ensure timely completion, accuracy, and maintenance of all necessary paperwork, documentation, program reports, and compliance with all applicable internal and external guidelines, requirements and regulations.

Provides case supportive services to customers and families of the customer by assessing their needs and helping them develop goals that move them towards self-sufficiency; monitors progress of customer’s goals and adjusts as needed.

Assist in providing services to customers on-site, as well as customer outreach including off-site, in-home appointments/events as needed.

Assist with service area projects, such as: conducting, planning, and implementation of community awareness and development activities, marketing, special events, and meetings.

Assist with 2-1-1 Ashtabula County service functions, including use of appropriate database(s), data input and tracking, service delivery and customer satisfaction.

Develop or create spreadsheets, reports, newsletters and other data tracking tools to enhance efficiency of the department.

Provide clerical and administrative assistance for the service area as needed.

Ensure quality of service, build and maintain positive relations through on-going communication with customers and program partners.

Participate regularly in in-services and other training events intended to provide growth, development and mandatory training evidence as related to this position.

Perform other duties as specifically related to the mission of the service area and ACCAA, as assigned by the Director.

Skills and Qualifications:

Ideal candidate will have an Associate’s degree or possess 1-2 years of experience in the fields of social or human services, or a related field.

Excellent organizational skills required. Capable of planning and organizing work, managing multiple functions, and prioritizing tasks as necessary in changing environment.

Exhibits strong communication skills, both oral and written.

Proficient to advanced computer skill level. Knowledge of, or ability to master utilization of, all necessary computer software and database programs.

Confidentiality in all aspects of program operation must be maintained.

Must be able to follow both verbal and written directions and have the ability to work as a team member with direct services and support personnel and demonstrate a professional attitude.

Experience assisting individuals and families of low and moderate income households, and working with programs designed to end or alleviate poverty, promote economic stability, enhance the community, and improve quality of life, preferred.

Ability to assess customer needs and identify appropriate resources, referrals and options, provide support to empower the customer to attain self-sufficiency goals.

Will sometimes be required to work evenings or weekends and respond to crises. Overnight travel may be required.

Must have available and reliable transportation. Must be able to travel to locations, inside and outside the area. Valid driver’s license and automobile insurance required. Driving record must meet Agency standards.

Must agree to a review by the Ohio Bureau of Criminal Investigations, understanding that certain convictions may result in termination of employment.

All Employees are required to observe all safety policies and procedures and report all unsafe conditions, accidents, injuries and near injuries to their supervisor.

Must comply with ACCAA Drug Free Workplace policy.

Signature Date

Rev 8/25