



Helping Hand House

Program Specialist Rural Bright Futures and Open Hearth Ministries Programs External Job Posting

MISSION STATEMENT

Helping Hand House provides emergency shelter and other housing solutions to families in our community, ending their crisis of homelessness.

JOB TITLE	<i>Program Specialist - Rural Bright Futures PSH and Open Hearth Ministries Programs</i>
SUPERVISOR	<i>Director, Housing Operations</i>
STATUS	<i>Exempt – Full Time Equivalent – Flexible Hours to include at least 40 hours per week, including occasional nights and weekends.</i>
DATE	<i>August – 2019</i>

JOB SUMMARY

The primary responsibilities of a successful Program Specialist (“Specialist”) are to develop and maintain positive, healthy relationships with Helping Hand House’s client families as they work toward securing their new permanent housing solution. The chosen candidate for this position will have duties related to two (2) housing programs operated by Helping Hand House:

- 1) **Open Hearth Ministries** – This program provides light case management and resources for program participants during a short-term motel stay. Engagement with clients will provide immediate urgent relief, respite care, and a safe place from which to develop an action plan for the participant’s next step to securing their next living situation.
- 2) **Rural Bright Futures - Permanent Supportive Housing** – This program provides housing and case management for chronically homeless families in which a family member has a permanent disability that affects the family’s ability to fully-support their housing solution. Additional support received is focused on enhancing the family’s overall potential with the goal of assisting the family to attain as much self-sufficiency as possible.

DUTIES AND RESPONSIBILITIES

CASE MANAGEMENT DUTIES

- Provide program and case management services to HHH’s client population, including intake and assessment, ongoing mentoring and coaching, and life skills training.
- Assist program participants in development of abilities to access community services.
- Schedule and meet, in person, with housing clients within program guidelines.
- Document client progress toward established goals.
- Maintain required files to ensure compliance with regulations and requirements.
- Provide data as needed for entry into Homeless Management Information System (HMIS).
- Collaborate with other community agencies to advocate for client population needs.
- Provide regular coverage of Open Hearth Ministries’ telephone line for client interaction.
- Review and reconcile invoices against client program participation schedules.
- Collect and document monthly rental payments for appropriate HHH housing units.
- Coordinate annual review and renewal of housings leases between HHH and clients.

GENERAL DUTIES

- Coordinate basic repair and maintenance of housing units with staff and vendors.
- Contribute to a creative, collaborative, respectful office environment.
- Promote teamwork to ensure the organization's efficient utilization of all agency resources.
- Provide support, as needed, to other housing program staff.
- Work collaboratively to meet the appropriate, immediate needs of all HHH clients.
- Participate in planned HHH opportunities to increase agency's contributor base.
- Demonstrate the necessary attitudes, knowledge and skills to deliver culturally competent services and work effectively in multi-cultural situations.
- Perform other duties as assigned.

REQUIREMENTS

- *Analysis and Sound Judgment:* Demonstrate the ability to learn analytical and troubleshooting skills, make sound judgments, improve processes, and demonstrate accuracy.
- *Software Applications:* Knowledge of MS Excel, PowerPoint, Word and Outlook.
- *Languages:* Proven ability to write and speak using local and English language.
- *Communication:* Advanced oral and written communication skills.
- *Influencing and Customer Service Skills:* Proven ability to influence using diplomacy skills.
- *Commitment to Ongoing Education:* Exhibit a willingness to pursue knowledge regarding family homelessness, data-based service models, implementation of proven engagement styles, and knowledge of other community providers and their services.
- *Organization, Planning and Multi-tasking:* Excellent organization, project-planning and management skills. Proven ability to set priorities, coordinate activities, meet deadlines and multi-task with minimal supervision.
- *Self-Management and Teamwork:* Ability to work independently or as a member of a team; be detail-oriented and consistently accurate; manage stress effectively; and quickly learn systems, processes and procedures and adapt local practices to global standards.
- *Transportation:* Possess reliable personal transportation, valid driver's license, automobile insurance, and the ability to operate agency-owned vehicles.
- *Character:* Impeccable personal character, integrity and reputation within the community.
- *Agency- and Service Community-Specific Requirements:* Willingness to work within the Christian Church Environment and/or with Para-Church organizations. Must demonstrate ability to represent Helping Hand House to a diverse constituency.
- *Confidentiality:* The work of Helping Hand House includes the collection of personal, confidential information. The ability to maintain the confidentiality of this information regarding the program and business operations of HHH is a must. Any breach of this confidence will constitute grounds for immediate dismissal from employment.
- *Physical Strength and Stamina:* Posses ability to carry 40 pound objects occasionally.

HOW TO APPLY

- **Applicants will send a current resume and cover letter outlining how applicant meets specific requirements of the position to impact@helpinghandhouse.org**
- Resumes will be gathered throughout the month of August of 2019.
- All applicants will receive communication regarding receipt of inquiry, but only those candidates selected for interview will be contacted directly.
- This position will remain open until filled.
- Salary and Benefits will be commensurate with marketplace and applicant's experience.

Helping Hand House is an equal opportunity employer. Hiring decisions are made without regard to race, color, religion, national origin, sexual orientation, gender identity, disability or veteran status. EOE/AA/M/F/D/V.

If you are a job applicant who requires reasonable accommodation in the job application process, please contact our Administrative office at 253-848-6096.