

Community Connection of Northeast Oregon, Inc.
Position Description
Programs Specialist
Salary Range 18 (\$19.43 - \$28.27 per hour)

Position Classification	
Salary	
Hourly -----	X
Overtime Exempt	
Overtime Non-Exempt --	X
Safety Sensitive	

GENERAL STATEMENT OF DUTIES:

The Program Specialist will provide day-to-day support for all energy and homeless program tasks from the Administration Office. Offering additional assistance to other programs within the Administration Office, as needed. Assist in coordinating the smooth operation and timely service delivery of all energy and homeless programs by supporting program staff, clients, and the Energy and Homeless Programs Manager. Ensure program compliance, timely reporting, and program training as directed by the Energy and Homeless Programs Manager. Meets with clients as necessary.

SUPERVISION RECEIVED:

Works under the direct supervision of Energy and Homeless Programs Manager.

SUPERVISION EXERCISED:

No supervisory responsibilities.

TYPICAL EXAMPLES OF DUTIES:

An employee in this classification may perform any of the following duties. However, these examples do not include all the specific tasks that an employee may be expected to perform.

- 1) Become knowledgeable about program regulations, procedures, and guidelines for federal, state, and locally funded homelessness, self-sufficiency, emergency programs, and energy programs.
- 2) Work with confidential information and always maintain client confidentiality.
- 3) Assist in reviewing all energy assistance and homeless applications for accuracy and completeness.
- 4) Perform data entry of client information (including demographics) in Service Point and OPUS, data entry for entering and exiting clients, and data entry for the unduplicated client list. Scan and upload documents to Service Point as a part of verifying client information.
- 5) Enter data into computer programs, run reports and review for accuracy (programs may extend beyond energy and homeless programs as needed).
- 6) Assist in maintaining program manuals, correspondence, documents, spreadsheets, etc.
- 7) Compose and prepare routine correspondence internally and externally, to include program staff,

clients, landlords, property management and various vendors.

- 8) Track client data and work with local offices to correct errors as they arise.
- 9) Review each client's file for thoroughness, accuracy, and compliance with federal, state, and local program requirements.
- 10) Develop and maintain effective working relationships with community partners.
- 11) Assist with the annual Point-in-Time Count and assist counties with annual outreach events.
- 12) May provide intake, case management and data entry assistance to county offices.
- 13) Be able and willing to travel throughout Community Connection's region, to Salem, and other areas, periodically for meetings and training. Will involve overnight stays.
- 14) Other duties as assigned.

REQUIRED EDUCATION AND TRAINING (Including Accreditation and/or Licensing)

- ~ College education, with emphasis in the social sciences, is desired, or comparable experience.
- ~ High School diploma/GED certificate required.
- ~ Valid driver's license is required, as traveling to each of the counties is required.
- ~ Family Development Specialist, ServicePoint HMIS (Homeless Management Information System).
- ~ One year's experience working in social service programs with case management experience preferred. Experience working with low-income people is an asset.
- ~ Will be required to become a certified Housing Quality Standards inspector within the first six months from the date of hire.
- ~ One year of program management experience preferred.
- ~ Other training as needed.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge:

the body of information you have that can be applied in helping you to do the job

- ~ Knowledge of various state and federal energy program rules and regulations.
- ~ Knowledge of conflict resolution techniques in working with the public.

Skills:

the quantifiable and measured handling of things, data or people, either verbally, manually, or mentally to accomplish an objective

- ~ General computer and office skills including, but not limited to, Microsoft Word and Excel, and a variety of federal and state database programs. Must possess strong writing skills.

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- ~ Critical thinking skills and analytical skills required.
- ~ Possess good time management skills
- ~ Excellent verbal and written communication skills to the desired outcome of cooperative and effective communication with the public and other staff members.

Abilities:

the capacity to perform or to express a given skill

- ~ Ability to type 40-50 wpm, use word processing programs, spreadsheet software and perform data entry.
- ~ Demonstrate the ability to apply the required knowledge and skill listed above to a positive work outcome.
- ~ Ability to organize and conduct meetings, including strong research, writing and verbal skills.
- ~ Ability to organize and complete tasks in a timely manner.

WORK ENVIRONMENT AND PHYSICAL DEMANDS

- ~ Ability to successfully pass a pre-employment drug test and criminal history background check.
- ~ Position predominantly requires sitting but will also include the following: standing, walking, bending, lifting, carrying, and kneeling.
- ~ Ability to lift up to 35 lbs. to move file boxes or office equipment, as needed.
- ~ Noise environment is that of a quiet office environment. Frequent telephone use, in-office appointments, or attending community events may change this atmosphere.
- ~ Traveling to appointments and/or meetings may result in longer periods of sitting while driving or riding in a vehicle.

Community Connection is an Equal Opportunity Employer. We do not discriminate on the basis of race, religion, color, sex, gender identity, sexual orientation, age, non-disqualifying physical or mental disability, national origin, veteran status or any other basis covered by appropriate law. All employment is decided on the basis of qualifications, merit, and business need.

If you need assistance or an accommodation due to a disability, you may contact us at jobs@ccno.org or you may call us at 1-541-963-3186.

JOB DESCRIPTION ACKNOWLEDGEMENT

I acknowledge that I have received a copy of this job description applicable to the fiscal year effective as of the revision date below.

I have reviewed and understand the job duties and responsibilities assigned to me in this position.

Employee Signature: _____

Date: _____