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Program Support Specialist

**GENERAL DESCRIPTION**

The Program Support Specialist is responsible for facilitating pathways to permanent housing for youth who are on the street or in the RYSE program. He/she/they oversees housing-focused case management and fills a central role in linking youth experiencing housing instabilities to an appropriate housing plan and supporting the team in sustaining placements.

**REPORTS TO: Program Manager**

**Part to Full Time**

**Hourly pay range $18 - $20**

**JOB RESPONSIBILITIES**:

* Program Support Specialist provides supportive services which systematically support the accomplishment of program deliverables to achieve overall accountability and completion.
* The Program Support Specialist position provides administrative, data support, analytical, and facilities support to help programs function and meet the needs of the clients we serve.
* Manage program data through client registration, data entry, filing, and organizational support.
* Provide administrative support through invoicing, copies, distribution, and knowledge of supply inventories.
* Perform data quality checks and monitors for statistical trends or deficiencies
* Display excellent organization skills, maintain thorough and accurate records.
* Identify opportunities to improve processes to deliver the highest quality experience possible for program participants and follow through with these improvements as assigned.
* Partner with compliance and grants management to track and access required data  
  elements for grants.
* Support program staff and data administration staff with updating database structure and building reports relevant to programs.
* Document service encounters as required, input data in a timely manner in Homeless Management Information System (HMIS), excel spreadsheets, and case management databases as program requires.
* Practice positive youth engagement through persistent and creative engagement to motivate, encourage participation, and promote follow-through to obtain and maintain stable housing.

**JOB REQUIREMENTS:**

* Proficient in all applications of Microsoft 365 suite and in the use of other computer technology such HMIS, Social Solutions (Apricot, ETO), WITS.
* Organized and solution-oriented with the ability to coordinate many tasks in a fast-  
  paced environment.
* Excellent interpersonal skills, cooperative, friendly, proactive, and helpful attitude with  
  clients and co-workers of all ages and socio-economic backgrounds
* Associate degree or bachelor’s degree in a related industry or field (data science, business administration, business management, etc.) preferred.
* Ability to complete a variety of daily, bi-weekly, and monthly documentation, as well as data collection.
* Understand and maintain confidentiality of member information
* Perform general clerical duties including recordkeeping and filing.
* Excellent verbal and written communication skills.
* Ability to work independently and as a part of an interdisciplinary team.
* Ability to work with diverse populations.
* Valid HI driver’s license and reliable transportation and/or own vehicle.
* Proof of Covid 19 vaccination required as a condition of employment

Team Participation

* Participates in staff meetings and other group activities essential for operations
* Leads team discussions on data standards and progress to develop possible solutions to ensure best support for the agency’s success.
* Promotes good community relations and utilizes community services and resources.
* Attends scheduled training programs for professional development that includes, at a minimum, trainings required by RYSE and by regulatory and accrediting bodies.
* Performs other duties as assigned.

**PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential job functions. While performing the job, this position typically spends time sitting, standing, climbing stairs, walking, driving, carrying (50lbs), and lifting (50lbs), bending, stooping. Operating a computer keyboard, firm/strong grasping, and repetitive hand control. Makes and receives telephone calls. Use of general office equipment copier, fax machine and basic office equipment. Subjected to outside environmental conditions.

**WORK ENVIRONMENT**

The employee may be in contact with individuals and families in crisis who may be ill, using substances and/or not attentive to personal health and safety for themselves. The employee may experience a number of unpleasant sensory demands associated with the client’s use of alcohol and drugs, and the lack of personal care. The employee must be ready to respond quickly and effectively to many types of situations, including crisis situations and potentially hostile situations.