



# ALLIANCE FOR COMMUNITY TRANSFORMATIONS

PO Box 2075, Mariposa, CA 95338, (209) 742-6456, [www.alliance4community.org](http://www.alliance4community.org)

<b>Job Title:</b>	Program Specialist II	<b>Job Category:</b>	Shelter
<b>Classification:</b>	Community Based Service	<b>WC Code #:</b>	8804 – shelter based
<b>Location:</b>	Connections ES	<b>Travel Required:</b>	Yes
<b>Level/Salary Range:</b>	\$18.13 / hour	<b>Position Type:</b>	Full time – 40 hrs/week
<b>HR Contact:</b>	Denise Conway	<b>Phone:</b>	(209) 742-6456
<b>Name:</b>		<b>Date of Hire:</b>	
<b>Immediate Supervisor:</b>	Program Director		
<b>Benefits:</b>	9 Paid holidays, 152 hours Paid Time Off per year, Cafeteria Plan with Health, Dental, Vision, Life Insurance, and Retirement Benefit Options.		

**Applications Accepted By:**

**E-mail:** [applications@alliance4you.org](mailto:applications@alliance4you.org)  
**Subject Line:** Program Specialist II Shelter Lead – Connections ES

## Job Description

### Role and Responsibilities

Program Specialist II – Shelter Lead will take the lead on care coordination to participants in the shelter and will work in partnership with shelter staff and community partners to ensure services needs are being met and clients are working toward their goal of sustainable housing. The Program Specialist II Shelter Lead will engage in the process of assessment, planning, facilitation, care coordination, evaluation and advocacy for options and services to meet client’s comprehensive needs through communication and available resources to promote safety, quality of care, and cost effective outcomes. The Program Specialist II Shelter Lead must be familiar with the various services available in the community and make appropriate referrals so that clients can acquire the resources they need to establish and maintain their own households. The Program Specialist II Shelter Lead will maintain a focus on client empowerment and self-determination and provision of client-centered and culturally relevant care, while ensuring quality of care, safe transitions, and timely access to services. The Program Specialist II Shelter Lead will be the shelter lead when the director is not present. **This position will fulfill their duties Saturday – Wednesday, 11am – 8pm.**

### Direct Service Duties:

- Conduct and document client interviews, screenings and needs assessments, determines program eligibility;
- Advises of available programs and services, rights and responsibilities;
- Provides information, linkages and referrals to community organizations / partners; identifies alternative services and resources;





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- Develop and implement client-specific housing plan, identifying obstacles and setting goals and desired outcomes;
- Provide Case Management to Permanent Supportive Housing Participants;
- Coordinate case assignments and maintain ongoing caseloads;
- Collaborate with the participant in creating a strategy (plan) to meet needs;
- Counsels client stressing personal responsibility and self-sufficiency;
- May perform field work and provide transportation;
- Provides in depth counseling assessments, emergency counseling, guidance and referrals;
- Advocates for customers;
- Provide service coordination and linkage including: Benefits enrollment, crisis intervention, vocational and employment assistance, general health and dental services, income support and benefits, substance abuse treatments, mental health services and consumer and family involvement;
- Assist participants in goal planning to maximize their progress toward independence and self-sufficiency
- Participate in Care Coordination and Team meetings;
- Facilitate communication and coordination among members of the multi-disciplinary care team;
- Collaborating with other professionals and support service providers across care settings, levels of care, and professional disciplines;
- Coordinate interventions, referrals to specialty providers;
- Counseling and empowering the client to problem-solve by exploring options, when available, and alternative plans, when necessary, to achieve desired outcomes;
- Identify barriers to client's engagement in own plan; addressing these barriers;
- Assisting the client in the safe transitioning to the next most appropriate program phase, setting, and/or provider;

## **Indirect Duties:**

- Interprets, applies and follows applicable program policies and procedures;
- Obtains and verifies client information, researches customer history and completes computer matches;
- Composes correspondence;
- Maintains case records, files and documents;
- Manages ongoing caseloads;
- Provide information and recommendations to the Program Director regarding program evaluation and modification to better meet needs of clients, community and partners;
- Prepare reports, as assigned;





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- Attend training workshops and updates as required by agency;
- Help maintain HMIS database records, including client intakes, program entry and program exit as required, other data entry, as required;
- Participate in Continuum of Care (CoC) committee meetings and other conference calls as needed;
- Participate in department staff meetings, case conferences and multi-disciplinary team meetings;
- Other duties as assigned;

## **Center Operations:**

- Answers phones and responds to requests for information/services;
- Greet and checks-in with new clients / visitors;
- Shares in the maintenance of Center facility (cleaning and organization);
- Communicate office supply needs to supervisor;
- Document incidents through shift logs or other identified methods;

## **General Duties:**

- Assist in office coordination/organization and scheduling;
- Provide staffing coverage of work shifts and fill in as needed;
- Assists in the daily/weekly beautification and cleanliness of facility;
- Daily record keeping and tracking through service logs, etc.;
- Maintain open communication with team and community partners;
- Attend staff meetings;

## **Qualifications and Education Requirements**

## **Knowledge of:**

- Office equipment operation (phone, fax software, copier, etc.);
- Computer software programs (MS Office Products, Word, Excel, PowerPoint, Web browsers; Internet; etc.);
- Case Management Standards of Practice;
- Principles of Social Service Organizations;
- Trauma informed care;
- Current social, economic and health problems and of human behavior and social functions;
- Needs and barriers experienced by houseless individuals and families;
- Wellness recovery action planning;
- Housing first practices and low-barrier approaches used in the homeless services sector;





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## **Ability to:**

- Be accurate, reliable, punctual, well organized, careful and thorough;
- Communicate effectively orally, electronically and written;
- Work effectively with limited supervision and foster a team atmosphere;
- Shift gears quickly to meet immediate needs and deadlines;
- Prioritize work and exercise good judgement;
- Establish and maintain good working relationships with clients, co-workers, community partners and the general public;
- Comprehend public assistance programs, policies and regulations;
- Analyzing facts and exercising sound judgement in arriving at conclusions;
- Prepare factual and concise reports;
- Schedule and manage workload;
- Make recommendations for improvements;

## **Education and Experience:**

- High School Diploma; Some college or vocational courses desirable;
- Experience in social service programs and service coordination;
- Minimum 1 year Case Management work;
- Minimum 1 year experience working with houseless;
- Experience collaborating with community partners who assist the houseless population;

## **Physical Requirements:**

- Facility to see, read and distinguish printed and handwritten documents;
- Facility to hear and understand speech at normal room levels, and to hear and understand speech on the telephone;
- Facility to constantly use hands and arms to input data into computer and use office equipment;
- Ability to move boxes from one location to another; physical agility to lift and carry 20 lbs, and to bend, stoop, walk and reach overhead;
- Ability to sit for extended periods of time;
- Must be able to concentrate for long periods of time;
- Mental acuity to perform the essential functions of this position in an accurate, neat, timely fashion: to make good judgements and decisions; and to evaluate the results of decisions and judgements;





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**Note:**

This list of essential functions and physical requirements is not exhaustive and may be supplemented as necessary in accordance with the requirements of the job. Alliance for Community Transformations adheres to the provisions of ADA regarding reasonable accommodation procedures. Work is performed in collaborative and team environment and under regular supervision.

**Additional Requirements:**

- Must complete finger printing and background check upon hire, at Alliance expense. Failure to pass fingerprint clearance or background may result in withdrawal of job appointment;
- Must have reliable transportation, a valid driver’s license, and DMV clearance;

**Alliance for Community Transformations Values: Confidentiality, Safety, Equality, Respect, Empowerment, Personal & Professional Responsibility, Social Change Through Education & Advocacy and Sustaining Ourselves & Our Communities.**

**Alliance for Community Transformations is an equal opportunity, affirmative action employer. All qualified applicants will be considered regardless of race, color, religion, ancestry, national origin, age, gender, marital status, sexual orientation, medical condition or physical disability.**

Reviewed By:		Date:	
Approved By:		Date:	
Initial Job Description Date:	05/18/2019	Revised Job Description Date:	01/07/2021

**\* Upon Hire, this will be signed and dated by the applicant. \***

Signature

Date

