**Job Title:** Program Specialist II - Lead  
**Job Category:** Community  
**Classification:** Community Based Services  
**WC Code #:** 8804  
**Location:** Shelter  
**Travel Required:** Yes  
**Level/Salary Range:** $18.60  
**Position Type:** Full time- 40 hours/week  
**HR Contact:** Denise Conway  
**Phone:** (209) 742-6456  
**Name:**  
**Immediate Supervisor:** Program Director  
**Benefits:** 9 Paid holidays, 152 hours Paid Time Off per year, Cafeteria Plan with Health, Dental, Vision, Life Insurance, and Retirement Benefit Options.

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**Applications Accepted By:**  
E-mail with resume and cover letter:  
denise@alliance4you.org  
Subject Line:  
**Attention:** Program Specialist II LEAD – Direct Services Shelter

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**Job Description**

**Role and Responsibilities**

Program Specialist II 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 service needs are being met and clients are working toward their goal of safe housing. The Program Specialist II will engage in the process of assessment, planning, facilitation, care coordination, evaluation and advocacy for options and services to meet an individual’s and family’s comprehensive needs through communication and available resources to promote patient safety, quality of care, and cost effective outcomes. The Program Specialist II must be familiar with the various services 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 will maintain a focus on client 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 will be the shelter lead when the director is not present. **This position will fulfill their duties Wednesday- Sunday 12pm-9pm.**

**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; identifies alternative services and resources;
- 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 Service 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;
• Attend training workshops and updates as required by agency;
• Maintain HMIS database records, including client intakes, program entry and program exit as required, other data entry, as required;
• Participate in CoC committee meetings and conference calls;
• 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 participants as they enter the Center;
• Shares in the maintenance of Center facility (cleaning and organization);
• Communicate office supply needs to supervisor;
• Document incidents through shift logs or identified methods

General Duties:
• Assist in office coordination/organization and scheduling.
• Provide coverage of office 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, copier, etc.)
• Computers and Software Programs (Word; Excel; Internet);
• 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 functioning;
• Needs and barriers experienced by houseless individuals and families;
• Wellness and Recovery Action planning;
• Housing First practices and low-barrier approaches

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 to meet immediate needs and deadlines;
• Prioritize work and exercise good judgment;
• Demonstrate comfort and expertise in operating computers and other technology;
• Establish and maintain effective working relationships with clients, co-workers and the general public;
• Comprehend public assistance programs, policies and regulations;
• Analyzing facts and exercising sound judgment in arriving at conclusions;
• Prepare concise reports;
• Schedule and manage workload;
• Make recommendations for improvements;
• Establish and maintain effective working relationship with clients, social services agencies

Education/Experience:
• High School Diploma; Some college or vocational courses desirable;
• Experience in programming 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 adding machine
• Ability to move boxes of files from one location to another; physical agility to lift and carry up to 20 pounds, 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 judgments and decisions; and to evaluate the results of decisions and judgments

**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 a collaborative and team environment and under regular supervision.

**Additional Requirements:**

• Must complete fingerprinting 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: 
Approved By: 
Initial Job Description Date: 5/18/2019

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