



ALLIANCE FOR COMMUNITY TRANSFORMATIONS

PO Box 2075, Mariposa, CA 95338, (209) 742-6456, www.alliance4community.org

Job Title:	Program Specialist I	Job Category:	Shelter
Classification:	Community Based Service	WC Code #:	8804 – shelter based
Location:	Connections ES	Travel Required:	Yes
Level/Salary Range:	\$17.51	Position Type:	Full-time: 40 hours/week
HR Contact:	Denise Conway	Phone:	(209) 742-6456
Name:		Date of Hire:	
Immediate Supervisor:	Program Director		
Benefits:	10 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 Subject Line: Program Specialist I – Connections ES			

Job Description

Role and Responsibilities

The Program Specialist I/Pet Advocate will take the lead on care coordination to participants in the shelter with pets 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 I/Pet Advocate 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 I/Pet Advocate must become familiar with the various services available in the community and make appropriate referrals so that clients can acquire the resources and services they need to establish and maintain their own households. The Program Specialist I/Pet Advocate 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 I/Pet Advocate will support guests with pets at Connections by providing additional pet case management assistance as outlined in the direct service duties below. This position requires the employee to work closely with all Connections guests, regardless if they have a pet to ensure quality guest and animal care and support.

This position will fulfill their duties Thursday - Monday, 8am – 5pm.

Upon hire must show evidence of COVID-19 vaccination.





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Direct Service Duties:

- Responds empathetically to guests with their pets to reduce levels of trauma and provides support, without judgment;
- Conduct shelter orientation for new guests and their pets;
- Assess guests' pet needs;
- Conduct program pet intake;
- Provide needed pet supplies to guests' pets;
- Conduct pet program supplies inventory;
- Clean outside kennels/dog carriers when guests exit from the program;
- Coordinates veterinarian appointments and pet training for guests with pets;
- Acts as a liaison between community partners (Veterinarians, Animal Control, etc.) and guests with pets;
- Carries out pet health care projects as assigned, including purchasing pet food and ordering supplies;
- Supports guests' with a pet housing and self-sufficiency plans and goals;
- Provides support in locating permanent housing for guests and their pets;
- Supports guests' current and long-term pet needs;
- Relays information about guest or pet issues and occurrences to staff through written documentation and verbally;
- Reinforces Shelter policies and procedures;
- Reports pet health and/or other concerns or problems directly to Program Director;
- Conduct and document guest 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;
- Develop and implement guest-specific housing plan, identifying obstacles and setting goals and desired outcomes;
- Provide Case Management to Participants;
- Coordinate case assignments and maintain ongoing caseloads;
- Collaborate with the guest in creating a strategy (plan) to meet needs;
- Counsels guest 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 guests;





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- 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 guests 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 a guest to problem-solve by exploring options, when available, and alternative plans, when necessary, to achieve desired outcomes;
- Identify barriers to guest's engagement in own plan; addressing these barriers;
- Assisting the guest in the safe transitioning to the next most appropriate program phase, setting, and/or provider;

General Duties:

- Provide support to other staff;
- Answer multiple phone lines professionally;
- Provide transportation as requested by supervision;
- Communicate office / program supply needs to supervisor;
- Assist with data entry when needed;
- Attend staff meetings;
- 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;
- Other duties within job classification as assigned by supervisor;

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; Zoom, Teams or other remote meeting software, etc.);
- Principles of Social Service Organizations;





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- Trauma informed care;
- Needs and barriers experienced by houseless individuals and families;
- Housing first practices and low-barrier approaches used in the homeless services sector;

Ability to:

- Ability to work effectively in an environment which is often stressful;
- Be accurate, reliable, punctual, well organized, careful and thorough;
- Communicate effectively orally, electronically and in written form;
- Work effectively and foster a team atmosphere;
- Exercise good judgement;
- Establish and maintain good working relationships with guests, co-workers, community partners and the general public;
- Comprehend public assistance programs, policies and regulations;
- Schedule and manage personal workloads;
- Make recommendations for improvements;

Education and Experience:

- High School Diploma;
- Experience in social service programs and service coordination or work / life / lived experience;
- Some college or vocational courses desirable;
- Previous experience working with houseless and low income individuals preferred;
- Excellent oral and written communication, and electronic correspondence skills;

Physical Requirements:

- Facility to see, read and distinguish printed, handwritten, and electronic 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 or stand for extended periods of time;
- Must be able to concentrate for long periods of time;





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- 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;

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;
- Must show evidence of COVID-19 vaccination upon hire.

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:	03/19/2021	Revised Job Description Date:	08/27/2021

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

Signature

Date

