



## HOPE FOR PRISONERS JOB DESCRIPTION

Job Title	Program Support Specialist	Position Type	Full-time
Funding	Grant Funding / General Funds	Travel	Yes
Level/ Salary Range	\$36,000 yearly	Date Approved:	July 2020
Reports To	WIOA Program Manager		

The Program Support Specialist at Hope for Prisoners (HFP) is responsible for providing programmatic, administrative, and technical support for the Workforce Innovation Opportunity Act (WIOA) department. This position schedules, reviews, analyzes, and updates data to ensure program compliance.

HFP is a growing organization with strong community partners including Las Vegas Metropolitan Police Department and the Las Vegas faith-based community. Understanding and embracing the organization's culture and the community resources available are essential to client success.

### **Duties and Responsibilities:**

Typical duties will include, but are not limited to:

- Assist staff with coordinating the intake process, orientations, leadership workshops, and graduations
- Responsible for developing and managing the department calendar, workshop activities, and other special programs
- Coordinate the WIOA quality assurance process for all Career Coaches, Re-entry Supervisor, and Program Manager
- Manage the WIOA client follow-up process for programmatic performance outcomes including client engagement and data input
- Accurately and timely record program data in the MIS system and accurately maintains all necessary forms
- Work collaboratively with community partners and the One-Stop Delivery System to assist clients in accessing various services and community resources
- Proctor various assessments including some high-stake environments such as WorkKeys and Casas
- Act as back-up to the Operations Specialist as needed
- Perform other related duties as assigned

### **Education and Experience**

#### **Required:**

- Associates degree or equivalent education and/or experience
- Minimum one-year experience as Program Support Specialist, Quality Assurance Specialist, Administrative Coordinator or relevant experience
- Experience in WIOA grant-funded programs, workforce development, or career services
- Excellent communication skills, both written and verbal
- Superior organizational and time-management skills

- Excellent computer skills with experience in Office Suite
- Ability to establish good professional relationships with staff, employers, clients and diverse populations
- Ability to function in a fast-paced environment
- Must possess a valid Class C Driver's license as travel is required

**Preferred:**

- Bachelor's degree or equivalent education and/or experience
- Three plus years' experience as Program Support Specialist, Quality Assurance Specialist, or Administrative Coordinator
- Familiarity with reentry populations

**Knowledge, Skills and Abilities:**

- Proficient in Microsoft Office programs
- Strong organizational skills and ability to keep accurate and complete records
- Ability to prioritize competing deadlines while delivering assistance with compassion, respect and patience
- Excellent communication skills including ability to generate professional technical written reports with accuracy
- Ability to create and deliver presentations and workshops
- Knowledge of pertinent federal, state, and local law and regulations including employment laws
- Knowledge of local agencies assisting with employment opportunities and placement
- Knowledge of HFP mission, values and program
- Dependable and adaptable to needs of a growing organization with strong community partnerships
- Outcome focused with the ability to manage competing demands

**PHYSICAL ABILITIES & WORK ENVIRONMENT**

The physical demands described below are representative of those that must be met by an employee to successfully perform essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and functions of the position. The list below of minimum essential functions is illustrative of the minimums only and is not a comprehensive listing of all functions and tasks performed.

- Ability to lift and move boxes up to 40 pounds
- Ability to sit at a computer for prolonged periods of time
- Ability to work in a typical office environment
- Flexible schedule required, occasional nights and weekends
- Ability to tolerate stress
- While performing the duties of this job, the employee is regularly required to speak and interpret verbal communication
- Ability to conduct tasks and successfully perform under critical deadlines
- Manual dexterity to operate office equipment and examine documents, records and files

*This job description is intended to describe the general nature and level of work expected of this position. The description is not intended to be construed as an exhaustive listing or description of all responsibilities, duties and skills required of incumbents in the position.*

*HFP is an Equal Opportunity/Affirmative Action employer. All qualified applicants will receive consideration for employment without regard to sex, gender identity, sexual orientation, race, color, religion, national origin, disability, protected veteran status, age, or any other characteristic protected by law.*