

HONOLULU COMMUNITY ACTION PROGRAM, INC.

POSITION DESCRIPTION

POSITION TITLE : Program Aide – Homeless Shelter
PROGRAM : Homeless Shelter
FLSA STATUS : Non Exempt
REPORT TO : Program Manager
SUPERVISES : None

INTRODUCTION

The Program Aide is responsible for screening and interviewing applicants for appropriate admission to the program. Schedules appointments for further assessment. Handles crisis calls or refers to Supervisor or other appropriate staff member, when necessary.

CORE COMPETENCIES

1. Communications - Must be able to communicate and work effectively with people of diverse social, economic and racial backgrounds. Must have the ability to read and write English at a high school level.
2. Teamwork – Has the ability and desire to work cooperatively with others on a team and as appropriate as a team leader. Demonstrates interest, skill, and success in getting groups to learn to work together.
3. Problem Solving – Has the ability to systematically identify and define a problem, determines the cause of the problem, identify, and prioritize and select alternatives for a solution, and implement a “best fit” solution.
4. Build Collaborative Relationships/Teamwork – Develop and maintain win/win relationships and partnerships. The ability to develop, maintain, and strengthen partnerships with others inside or outside the organization who can provide information, assistance, and support.
5. Decision Making/Problem Solving/Analytical Ability – Able to make difficult and appropriate decision in a timely manner.
6. Self Development – Has the ability to demonstrate self-initiative and motivation for continuous learning, personal development and personal growth.

ESSENTIAL POSITION RESPONSIBILITIES includes the following. Other duties may be assigned:

1. Informs callers about services in a cordial and concise manner.
2. Confirms clients' appointments and answers questions that may have arisen.
3. Interviews clients to obtain information, explains process, and completes intake process.
4. Gives and receives client information in person, by telephone, or mail to authorized persons.
5. Tracks data for program participants and enters data into information

management system.

6. Maintains documents and files applications and other information.
7. Generates monthly reports.
8. Establishes and maintains contact with HCAP district offices and is familiar with HCAP services.
9. Provides appropriate referrals to partner agencies and other service providers.
10. Keeps accurate logs and daily schedules, callbacks, and messages.

MINIMUM QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION

High School Diploma or GED

EXPERIENCE

Two years general clerical experience, data entry & typing experience, computer literate in MS Office and data base programs

CERTIFICATES, LICENSES, REGISTRATIONS

Must have a valid driver's license and automobile that is properly licensed/insured.

REQUIRED SKILLS, KNOWLEDGE & ABILITIES

- Able to maintain a high level of confidentiality.
- Must be able to read, write and speak in standard English.
- Able to accept supervision and work with staff and community social services providers cooperatively.
- Able to deal effectively with a variety of people, situations, problems and changes.
- Able to work with people who are in stressful situations.
- Able to work alone and as part of a team.

DESIRED SKILLS, KNOWLEDGE & ABILITIES

- Knowledge of the characteristics of low-income areas and the community resources on Oahu.
- Knowledge of the multi-ethnic cultures common to Oahu.

PHYSICAL DEMANDS/WORKING CONDITIONS

	Never/ Rarely	At Times	Often/ Constant
Work Locations : in doors			
Work Locations : outdoors			
Work Locations : sitting			
Walking/standing			
Bending/crouching/reaching, etc			
Lifting/carrying - light (up to 10 lbs)			
- medium (11 to 20 lbs)			
- heavy (over 20 lbs)			
Contact with hazardous materials			
Dust, smoke, odors, noise, etc			
Travel - inter-island			
Travel - long distance (mainland, international)			
Use standard office equipment (including PC keyboard)			

Approved: _____