

HONOLULU COMMUNITY ACTION PROGRAM, INC.

POSITION DESCRIPTION

POSITION TITLE : Employment Core Services Program Specialist II

SALARY GRADE : 9

FLSA STATUS : Exempt

REPORT TO : Program Manager

SUPERVISES : None

INTRODUCTION

This position requires a high functioning, independent individual who is able to work well under pressure in a team setting. The Program Specialist II provides outreach, information, referral, day-to-day operations, employment readiness, and job development services to unemployed and underemployed low-income individuals. The Program Specialist II will research and initiate grant opportunities and prepare all program and contract reports.

The Program Specialist II will assist the Program Manager in developing and maintaining partnerships with community agencies, employers, and vocational trade schools. The Program Specialist II will perform active outreach in the community, manage and maintain an active list of explored grants/funding opportunities, participate in in-house audits, attend partnership meetings, update weekly and quarterly reports, and other duties as assigned.

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 – Develops and maintains 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 decisions 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

- Assists in establishing and building partnerships with employers, the community, and government agencies that will provide benefits to ensure compliance with the goals and objectives of the Employment Core Program (ECS).
- Works closely with district managers, Community Service Specialist (CSS), and other Honolulu Community Action Program (HCAP) programs/departments in matching employer requirements with client qualifications.
- Stimulate job creation and provide individuals with the resources they need to obtain employment and become self-sufficient. i.e. career counseling, guidance, and job training or retraining, including;
 - Assistance with resume building, cover letter, and interview skills in both a one-on-one and class setting.
 - Career planning and networking techniques and assistance in finding employment opportunities and resources.
 - Life skills and soft skills training, including phone and email etiquette, budgeting, goalsetting, self-presentation and dress and stress management.
 - Employment adaptation and troubleshooting conflicts and other issues at work.
- Oversees and updates the employment readiness and job development functions of the CSS and be able to provide services as needed in a staff member's absence.
- Works closely with program manager to develop new vocational partnerships for ECS Program.
- Maintains all logs and documentation from staff of each client enrolled in the ECS Program.
- Works closely with Program Manager, Director of Community Services, and the Planning and Development Department to provide weekly updates on potential funding that directly refer to services for low income families, youth services, and senior citizens that will improve their lifestyle through HCAP programs, services, and existing community resources.
- Attend career/job fairs that will assist with the promotion of the Nā Lima Employment Core Services Program.
- Assist the Hā Initiative: Creative STEM Program and District Service Centers with family engagement activities (i.e. Family Nights and Field Trips) as a further

means of Employment Core Services outreach activities.

- Networks with employers, Federal/State/City and County Agencies, educational institutions and other community agencies involved in employment and vocational training programs.
- Oversees the grant research and application process to provide services for the current and future program years.
- Prepare and present program reports in the absence of the program manager regarding grant exploration, annual program goal achievements, and district service centers development.
- Participate and complete in-house audits to accurately evaluate client files to confirm they are in alignment with contracts goals and requirements.
- Performs other related duties as assigned or required.

MINIMUM QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential function 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

An associate's degree in human services, social work, business or related field is minimally required. A bachelor's degree in human services, social work, business or a related field is preferred.

EXPERIENCE

One year of experience providing community services, outreach, information and referral services to individuals, families and groups in the community, as well as low-income and underserved populations is required.

CERTIFICATES, LICENSES, REGISTRATIONS

Must possess a valid driver's license and have daily access to an insured automobile. Mileage reimbursement available.

REQUIRED SKILLS, KNOWLEDGE & ABILITIES

- Ability to communicate and work effectively with people of diverse social, economic, and racial backgrounds.
- Ability to plan, develop and coordinate program activities to meet organizational objectives and goals.
- Strong computer skills.
- Must be able to work flexible hours, which may include nights and weekends.

DESIRED SKILLS, KNOWLEDGE & ABILITIES

- Knowledge of the social and community resources throughout O’ahu.
- Be able to recognize and implement the appropriate communication strategy based on the client’s experience and personality.
- Ability to be an active listener.

PHYSICAL DEMANDS/WORKING CONDITIONS

	Rarely	at Times	Constant
Work Locations: in doors			X
Work Locations: outdoors		X	
Work Locations: sitting			X
Walking/standing		X	
Bending/crouching/reaching, etc.			X
Lifting/carrying - light (up to 10 lbs.)			X
- medium (11 to 20 lbs.)		X	
- heavy (over 20 lbs.)		X	
Contact with hazardous materials	X		
Dust, smoke, odors, noise, etc	X		
Travel - inter-island	X		
Travel - long distance (mainland, international)	X		
Use standard office equipment (including PC keyboard)			X