

HONOLULU COMMUNITY ACTION PROGRAM, INC.

POSITION DESCRIPTION

POSITION TITLE : Employment Core Services Program Specialist I

SALARY GRADE : 7

FLSA STATUS : Non-exempt

REPORT TO : Program Manager

SUPERVISES : None

INTRODUCTION

The Program Specialist I will provide outreach, information, referral, day-to-day operations, employment readiness and job development services to unemployed and underemployed low-income individuals.

This position performs various coordination, administrative, and support activities to contribute to the overall efficiency and operational effectiveness of the Nā Lima Hana Employment Core Services Program, including, but not limited to, scheduling, reception, filing, coordinative assistance, reporting, 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

- Assist with the day-to-day activities scheduling, reception, filing, coordinative assistance, and reporting.
- 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 Services (ECS) Program.
- Establish strong rapport and partnerships with other employment resources to maximize ECS Program.
- Actively maintains a library or list of employment resources and opportunities to be shared with staff and clients on a weekly basis.
- Works closely with program manager to develop new vocational partnerships for ECS Program.
- Review all documentation from field staff of each client enrolled in the ECS Program to update reports.
- Organize and schedule outreach, program presentations, job/community fairs to assist with promoting the Nā Lima Hana Employment Core Services Program and Honolulu Community Action Program (HCAP) services.
- 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 employment readiness and job development functions of the Community Services Specialist (CSS), and be able to provide services as needed in a staff member's absence.
- Prepare and present program reports in the absence of the Program Manager regarding employment and community partnership development as well as district service centers development.
- 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

A high school diploma/GED is minimally required. An associate's degree in human services, social work, business or a related field is preferred.

EXPERIENCE

One (1) 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 preferred.

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 gather, interpret data, to reach logical conclusions and make recommendations.
- 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