

HOUSE OF HOPE JOB DESCRIPTION

JOB TITLE: PROJECT HOPE PROGRAM ASSISTANT



STATUS: Non-Exempt, Part-Time

LOCATION: House of Hope,

REPORTS TO: Project HOPE Program Manager

JOB SUMMARY: Assist House of Hope clients and others by providing Project HOPE-related services. Provide quality customer service by giving assistance, information, and technical support to internal and external customers. Responsible for screening and assessing clients to determine their needs and arrange for appropriate services.

DUTIES AND RESPONSIBILITIES:

1. Assist Project HOPE program manager, case manager, branch manager with provision of all Project HOPE (Helping Others Progress through Empowerment) components, including but not limited to:
 - Financial assistance
 - Clothes Closet
 - Pantry services
 - Case management
 - Holiday programs
2. Develop and maintain expertise in public and private resources applicable to the county's low-income population.
3. Develop a resource referral base and build relationships with community-based organizations, including educational, health, governmental and other human service agencies.
4. Assist HOH clients with information and referrals to empower the client to access community services and resources, which may include assisting clients with applications for public assistance programs including SNAP, health insurance and subsidized child care.
5. Prepare and maintain case files as well as monthly administrative reports, client statistics and progress reports.
6. Ensure accurate and timely collection of client data related to Project HOPE programs.
7. Assist the Project HOPE program manager and case manager II with monitoring and evaluating the success of Project HOPE programs in meeting measurable objectives to ensure the provision and quality of service.
8. Act as an ambassador for House of Hope, attend meetings and serve on committees as assigned.
9. Participate in disaster- or emergency-related duties, as needed.
10. Provide support to fellow department team members, as well as outside departments, as needed.
11. Perform all duties in conformance with appropriate safety and security standards.
12. Attend training, as requested.
13. Perform other duties as assigned by supervisor.

QUALIFICATIONS:

1. EDUCATION/EXPERIENCE:

Associate's degree in a related field (such as human services). One to two years of related experience. Bachelor's degree in related human service field (e.g., psychology, social work, sociology, etc.) may substitute for the experience requirement. Two years directly related experience may substitute for each year of the education requirement, if there is demonstrated knowledge, ability and skills to perform the work.

2. KNOWLEDGE, SKILLS AND ABILITIES:

1. Knowledge of the principles and practices of social work interviewing and case management methods and techniques.
2. Knowledge of community resources.
3. Ability to organize, set priorities and meet deadlines.
4. Ability to exercise good judgment and discretion.
5. Ability to maintain confidentiality of clients, co-workers and agency.
6. Knowledge of problem-solving techniques, problem identification and evaluation.
7. Interpersonal skills necessary to develop and maintain effective and appropriate working relationships with customers, co-workers and representatives of other agencies.
8. Ability to relate well to individuals of all backgrounds and socio-economic levels in person or over the telephone.
9. Ability to communicate effectively verbally and in writing.
10. Knowledge about the operation of general office equipment, including computer hardware and software (Microsoft Word and Excel).
11. Adapts to frequent changes in the work environment.
12. Ability to work occasional evening and weekend hours, as required.
13. Ability to maintain clean, well-groomed appearance and dress appropriately for the position.
14. Must have reliable transportation with insurance coverage and valid Florida driver's license.
15. Compliance with House of Hope policies and procedures.

3. PHYSICAL REQUIREMENTS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to read, sit, talk, hear, stand, walk, use hands to handle or feel objects, tools, or controls and reach with hands and arms.

The employee may occasionally need to lift and/or move up to 10 pounds. Specific vision abilities required by this job include close and distance vision.

4. ENVIRONMENTAL REQUIREMENTS:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee occasionally works in outside weather conditions.

The noise level in the work environment is usually moderate.

Signature indicates that the employee has read the job description and understands the related duties and expectations.

Employee Signature

Date