



## Job Description

**Job Title:** Program Support Specialist

**Status:**  Non-Exempt, Full time  
 Non-Exempt, Part time  
 Non-Exempt, Temporary

**GL/WC Code:**  AZ 5320/ 8810A  
 CA 5320/ 8810  
 NV 5320/ 8810N

**Location:** \_\_\_\_\_

### Job Summary:

This is a non-exempt position. The Program Support Specialist assists the Program Support Manager and the Site Director along with other program staff to facilitate the smooth delivery of services to clients. This position also provides general oversight and management of the client databases developed by Veterans Resource Centers of America (VRC) and the Housing Management Information System (HMIS). The Program Support Specialist (PSS) reports to the Program Support Manager (PSM), and accepts direction and tasking from the Program managers, Site Director, and Clinical Director.

### Job Duties:

1. Appropriately respond to phone, email or in-person inquiries and support requests from clients, visitors, and staff. Process mail on a daily basis, receiving and sorting mail and packages for clients and staff. Maintain mail for non-residential active clients upon direction of staff. Distribute faxes to staff as received.
2. Assist the Site Director and other program staff in assessing and meeting the needs of clients, planning appropriate services, and developing new projects, policies or procedures. Assist Program Managers and Site Director to accomplish health, safety and compliance reviews, reports and forms.
3. Ensure personnel actions are completed accurately and timely, including time reporting for payroll, arranging interviews, and post-interview actions.
4. Ensure availability of training and maintenance of records for staff certifications and training required for grants and in accordance with established practice. Schedule training as required.

Initial \_\_\_\_\_  
Date \_\_\_\_\_

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5. Maintain impound account. Process requests for funding and write checks. Supervise and train staff in disbursement of checks. Maintain appropriate records. Conduct reconciliation of impound account as required (monthly).
6. Ensure payments are arranged for service work and documentation is current and complete. Ensure Site Director and program staff is provided data for acquisition and maintenance of equipment.
7. Monitor volunteer program. Review data on volunteer hours and assistance provided.
8. Monitor orientation of clients requesting services, to include initial assessments and referrals to internal and external resources. Ensure data is entered into appropriate databases.
9. Manage maintenance of file room, filing systems and records.
10. Collect data as requested for required reports.
11. Manage transportation expenditures (gas cards and bus passes). Monitor disbursement of gas cards and bus passes. Maintain records and accountability, and monitor transportation expenditures.
12. Schedule and coordinate special meetings and events. Arrange for publicity, food, supplies, accommodations and other needed resources.
13. Maintain the VRC inventory files of equipment on site, to include warranty data, repair history, location, assigned staff accountability and other grant requirements.
14. Maintain resource rooms. Keep materials with job leads, housing and other resources updated. Ensure room remains clean, neat and organized. Remove outdated materials. Log clients onto and off of resource computers in support services building. Monitor computer usage. Maintain the electronic document system, keeping all versions up to date. Create new documents and edit/update old documents as directed. Conduct data entry into databases (CalOms, VVC, HMIS, Smartware). Maintain and retrieve client files and documents.
15. Obtain estimates for needed supplies and equipment as directed, and process Disbursement Expense Vouchers (DEV's) according to VVC policy. Order client and staff supplies, and maintain accurate records for processing. Maintain basic inventory of needed items. Order military service records. Maintain copies and spreadsheet to include the date ordered, requestor and date received.
16. Other Duties as assigned.

#### **Required Job Skills:**

- Ability to work with diverse people, including those with physical and mental health disabilities or with addiction and recovery issues, conveying a sense of welcome and helpfulness to them.
- Ability to effectively supervise the office functions and cooperatively work with other staff in a team environment.
- Excellent verbal and written communication skills. Written communications should be accurate in spelling, grammar and punctuation.
- Ability to work in an occasionally stressful environment, to handle multiple tasks simultaneously, and to meet established deadlines.
- Ability to prioritize work tasks and efficiently allocate and manage time.

Initial \_\_\_\_\_

Date \_\_\_\_\_

2016 VERSION

- Advanced computer skills, to include of MS Word, Excel, Outlook, PowerPoint and database management
- Must have knowledge of the local drug and alcohol treatment system, including provider and licensing requirements.

**Qualifications**

Candidate must have completed a minimum of three years of college or equivalent vocational schooling or experience; a minimum of two years' experience working at an advanced level of office responsibility with a high degree of job independence; strong customer service and management skills. Veteran status preferred. Candidate must possess valid Driver's License and reliable transportation.

**Offering:**

Competitive Wage and Comprehensive benefits.

Initial \_\_\_\_\_  
Date \_\_\_\_\_  
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