

**South Central Community Action Program, Inc.  
Position Description**

**Position Title:** Program Specialist

**Department:** Housing/Energy Assistance Program

**Pay Grade:** 7

**Reports to:** Director of Operations

**Position Status:** Full-Time

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**Purpose of Position**

Under supervision of the Director of Operations, the Program Specialist is responsible for the daily operations of the Morgan County branch office serving low-income residents including the assessing of the needs of the low-income community and assisting in the design of programs to address those needs. Ensures complete compliance in all programs administered in their counties to Federal, State, and Agency regulations and guidelines. The Program Specialist will treat all individuals with dignity and respect, make necessary referrals for clients, and exemplify the South Central Community Action Program, Inc. (SCCAP) commitment to empowering people to reach their potential.

**Essential Duties and Responsibilities**

*The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.*

- Coordinates the day-to-day activities of the programs administered by SCCAP including Energy Assistance Program (EAP), Weatherization, Housing Choice Programs, Affordable Rental Housing (ARH) and Family Development Program (FDP) programs; organizes office for efficient operations.
- Maintains up-to-date personal knowledge of and compliance with all state and federal regulations, procedures, policies, and reviews related to the South Central Community Action Program Housing Choice Programs.
- Determines client eligibility and completes intakes for Monroe County Housing Choice Voucher Program clients. Maintains the County Housing Choice Voucher Program waitlist. Pulls new clients from the Housing Choice Voucher Program waitlist for Monroe County and issues new vouchers, as needed. Ensures that all Housing Choice Voucher Program vouchers available to SCCAP are utilized and in active status.
- Works with Housing Choice Program clients to ensure they properly complete and timely submit all documentation needed to administer their Housing Choice Program benefits in accordance with all state and federal program requirements.
- Ensures that all Housing Choice Program client recertification's are performed in accordance with state requirements and on time in order to prevent clients from going to pending status. Responsible for maximizing payments to SCCAP for Housing Choice Program administration.
- Conducts Housing Quality Standards (HQS) inspections on County Housing Choice Program units as required for the Housing Choice Program. Requires landlords to perform necessary repairs in a timely manner in order to establish and maintain compliance with Housing Choice Program Housing Quality Standards.
- Performs client casework; provides crisis intervention; makes referrals; advocates for tenants.

- Conducts client intakes and determines eligibility for all available programs offered by South Central Community Action Program.
- Responsible for auditing all files, claims, paperwork from their county; to ensure complete compliance with all Federal, State and Agency regulations and guidelines.
- Processes concerns from tenants and landlords on the Housing Choice Voucher Program and Project Based Voucher Programs. Includes regular travel throughout Morgan County and the Indianapolis area.
- Interacts with and develops networking with other County agencies.
- Compiles all needed documentation for all program areas; stocks government forms.
- Assists in proposal and development of new programs.
- Attends a variety of meetings and training sessions on a local and state basis, as required or necessary.
- Reviews and monitors pending case list.
- Compiles, prepares, and delivers/submits various reports, statistical information, and financial data in a timely basis.
- Reads and follows state and/or federal regulations, policies and procedures; attends local training and information meetings as required.

#### **Minimum Training and Experience Required to Perform Essential Duties and Responsibilities**

- High school diploma or GED; supplemented by one to two years previous experience in casework, counseling, social service managing, or related field; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.
- Skilled in the use of computers for email, creation, and manipulation of Windows, Databases, and Microsoft Office.

#### **Special Requirements**

- Must be able to obtain CPR and First Aid Certification within 60 days of hiring. (SCCAP will provide the training).
- Ability to travel locally, regionally, and nationally to attend to daily work demands, meetings, workshops, and conferences.

#### **Minimum Physical and Mental Abilities Required to Perform Essential Job Functions**

##### **Physical Requirements**

- Ability to use departmental equipment, tools, and materials.
- Ability to exert physical effort in light to moderate work involving lifting, carrying, pushing, and pulling; ability to stoop, kneel, crouch, and crawl; ability to climb and balance; tasks require visual perception and discrimination.

## **Mathematical Ability**

- Requires the ability to perform addition, subtraction, multiplication, and division; ability to calculate decimals and percentages; ability to perform mathematical operations with fractions; ability to compute discount, interest, profit and loss, ratio, and proportion; ability to measure data and use/utilizes descriptive statistics and statistical theory.

## **Language Ability and Interpersonal Communication**

- Ability to comprehend, prepare, and correctly use a variety of informational documents including: Time Sheets, daily/weekly reports, rental leases, W-2's, wage inquiries, TANF, unemployment statements, pension/retirement documentation, bank statements, pay-check stubs, vendor lists, annual report, leveraging report, FEMA reports, client files, pending case reports, claim reports, SS and SSI income reports, claim forms, inspection/repair forms, family reports, MIS forms, financial reports, statistical information, memorandum, correspondence, billing invoices, utility charts, and other reports and records and other reports and records using the prescribed formats.
- Ability to comprehend a variety of reference books and manuals including Personnel Policy, county maps, program manuals, funding sources, federal/state regulations and guidelines, policy and procedure manuals.
- Ability to communicate positively and effectively with clients, staff, supervisor, community leaders, state personnel, and the general public verbally and in writing; while conforming to all rules of punctuation, grammar, diction and style.
- Ability to respond competently and positively to the culture, traditions, lifestyles, language, and values of each individual, family, and community.
- Ability to maintain the integrity of confidential employment, client, and business information.
- Ability to accurately record and deliver information, meet deadlines, and maintain confidentiality of restricted information.
- Ability to use independent judgment and principles of rational systems in the performance of tasks.
- Ability to work under stressful conditions, to respond immediately to crisis situations, and to balance priorities within and between offices/departments.
- Ability to maintain personal composure, tactfully handle difficult situations, and interpret questions correctly; ability to behave in a friendly, understanding, helpful, and professional manner with clients and staff.
- Ability to maintain complete, organized, and accurate files for all assigned tasks and program areas, ensuring that the files are in compliance with all Federal, State, and Agency guidelines and requirements.
- Ability to counsel, supervise, and mediate and to persuade, convince, and influence others.
- Ability to advise and interpret the application of policies, procedures, and standards to specific situations. The ability to explain, demonstrate and clarify to others, the understanding of the well-established policies, procedures and standards.

## **Environmental Adaptability**

- Ability to work effectively in an office environment and at on-site locations in varying weather conditions; ability to protect self and other when working with and around construction sites, machinery, toxic chemicals/agents, potential violence, electrical current, dust, odors, heat/cold extremes, etc.

- Essential functions are regularly performed without exposure to adverse environmental conditions.
- Ability to protect self and others when dealing with aggravated, irate, upset, unstable, violent, and intoxicated persons/clients.

This job description describes the general nature and level of work performed by employees assigned to this position. It does not state or imply that these are the only duties and responsibilities assigned to the job. The employee may be required to perform other job-related duties as requested by the Executive Director, their Department Head, and/or their immediate Supervisor. All requirements are subject to change over time and to possible modifications in order to reasonably accommodate individuals with a disability.

The employee has read the above job description and understands the duties and requirements expected of them. The employee will ask for clarification of those areas that they did not clearly understand. The employee also understands that if he/she continues to have questions or new questions arise, they are immediately to discuss these questions with their immediate supervisor.

Employee Name: \_\_\_\_\_

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Employees Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Human Resources Manager Signature

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