



South Central Community Action Program

**SCCAP**

*Empowering people to reach their potential*

### Position Description

<b>TITLE</b>	<b>Program Specialist</b>
<b>DEPARTMENT</b>	Housing/Energy Assistance Program
<b>REPORTS TO</b>	Executive Director
<b>POSITION CLASSIFICATION</b>	Full-Time, Non-Exempt
<b>PAY GRADE</b>	6
<b>POSITION SUMMARY</b>	
<p>Under supervision of the Executive Director, the Program Specialist is responsible for the daily operations of the 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.</p>	
<b>SKILLS &amp; EDUCATION REQUIREMENTS</b>	
<p>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.</p> <ul style="list-style-type: none"><li>• Effectively communicate both orally and in writing;</li><li>• Possess good organizational skills, with sensitivity to details; and</li><li>• Skilled in the use of computers for email, creation, and manipulation of Windows, Databases, and Microsoft Office.</li></ul>	
<b>ADDITIONAL JOB REQUIREMENTS</b>	
<ul style="list-style-type: none"><li>• Proof of COVID-19 vaccination</li><li>• Must ensure efficient operations and present a professional image in conduct, attitude, and attire.</li><li>• Must be able to obtain CPR and First Aid Certification.</li></ul>	
<b>ESSENTIAL DUTIES &amp; RESPONSIBILITIES</b>	
<p>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.</p> <ul style="list-style-type: none"><li>• Coordinates the day-to-day activities of the programs administered by SCCAP including Energy Assistance Program (EAP), Weatherization, Housing Choice Voucher (HCV), Affordable Rental Housing (ARH) and Family Development Program (FDP) programs; organizes office for efficient operations.</li><li>• Maintains up-to-date personal knowledge of and compliance with all state and federal regulations, procedures, policies, and reviews related to SCCAP programs.</li></ul>	

- Determines client eligibility and completes intakes for Housing Choice Voucher Program clients. Maintains the Housing Choice Voucher Program waitlist. Pulls new clients from the Housing Choice Voucher Program waitlist and issues new vouchers, as needed. Ensures that all Housing Choice Voucher Program vouchers available to SCCAP are utilized and in active status.
- Conducts Housing Quality Standards (HQS) inspections on Housing Choice Program units as required. Requires landlords to perform necessary repairs in a timely manner in order to establish and maintain compliance with Housing Choice Program Housing Quality Standards.
- Processes concerns from tenants and landlords on the Housing Choice Voucher Program and Project Based Voucher Programs. Includes regular travel throughout assigned areas.
- Performs client casework; provides crisis intervention; makes referrals; advocates for tenants.
- Conducts client intakes and determines eligibility for all available programs offered by SCCAP.
- Responsible for auditing all files, claims, paperwork from their county; to ensure complete compliance with all Federal, State and Agency regulations and guidelines.
- Interacts with and develops networking with other County agencies.
- 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.
- Compiles, prepares, and delivers/submits various reports, statistical information, and financial data in a timely basis.
- Maintain confidential employment, client, and business information.

**PHYSICAL/MENTAL DEMANDS**

Requires sitting, standing, stooping, bending, and reaching with manual dexterity sufficient to operate standard office machines such as computers, fax machines, calculators, copy machines, telephone and other office equipment. Requires 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. Requires normal range of hearing and vision.

Must be able to handle diverse work problems on a daily basis. Requires ability to set priorities and work schedule yet adjust to changes necessitated by last minute assignments and deadline requests that may prove stressful. Consistent pleasant attitude is necessary with personal maturity as an important attribute. Must relate and interact with people at all levels of the company and in a culturally diverse environment.

*SCCAP is committed to providing access, equal opportunity, and reasonable accommodation for individuals with disabilities or sincerely held religious beliefs. Contact Human Resources to request a reasonable accommodation.*

***The statements herein are intended to describe the general nature and level of work being performed by employees assigned to this position. They should not be taken as a thorough list of all responsibilities, duties, and skills required of personnel so assigned.***

*Our company reserves the right to modify job duties at any time. This document is not an employee contract.*

I may be required to undergo a drug screen, and I hereby authorize any medical professional to furnish information on me as necessary in conjunction with that screening and related considerations.

\_\_\_\_\_  
**Print Name**

\_\_\_\_\_  
**Signature**

\_\_\_\_\_  
**Date**