



## Job Description

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| <b>Job Title:</b>  | <b>Support Services Specialist – Community Works Project (CWP)</b>         |
| <b>Department:</b> | <b>Employment Programs</b>   |
| <b>Reports to:</b> | <b>CWP Assistant Manager</b>   |
| <b>Hours:</b>      | <b>Full time, Non-Exempt, generally 8-5 M-F with one hour unpaid lunch</b> |
| <b>Status:</b>     | <b>Permanent</b>   |
| <b>Salary:</b>     | <b>\$15.00-\$16.00/hr</b>  |
| <b>Benefits:</b>   | <b>Paid holidays + medical and dental</b>                                  |

***Want to help make a difference?*** For more than 25 years, Human Solutions has been working to break the cycle of intergenerational poverty by empowering families and helping them build pathways out of poverty. Our comprehensive programs give people the skills and resources they need to be successful. Our programs include services for homeless families, eviction prevention, supportive services, employment services, energy assistance, and the development and operation of affordable housing.

Diversity, inclusion and equity are fundamental values for Human Solutions, both internally and externally. HSI has a Diversity Committee, which serves as a sounding board for new internal policies and procedures to make sure that we're taking into account diversity and inclusion. It also helps with diversity-related projects, such as staff diversity trainings, assessing our equity as an organization and developing an equity lens for our work.

Human Solutions is working to end homelessness and poverty in our community because everyone deserves a safe place to call home.

***What Human Solutions Can Offer You:*** We offer a comprehensive array of benefits in support of your physical, emotional and financial well-being. A few highlights:

- Employer paid premiums for employee health insurance.
- Generous paid time off, 11 paid holidays, a floating birthday holiday and the ability to maintain a great work/life balance.
- Employer paid premiums for short-term and long-term disability insurance and life insurance.
- Access to an employee assistance program.
- Flexible spending accounts for health and for dependent care.
- Professional development opportunities, including employee driven committees and monthly optional staff workshops.
- Access to wellness initiatives and resources including things such as walking groups, yoga classes at two office locations and workshops on stress management, self-care and healthy living.
- Opportunity to contribute to a 401k retirement plan after one year of employment.

### **SUMMARY**

The Community Works Project (CWP) is a collaborative program that provides job preparation and placement services to Temporary Assistance to Needy Families (TANF)

participants who are participating in Job Opportunities Basic Skills (JOBS) program. Human Solutions is one of 6 agencies working collaboratively under the Community Works umbrella to provide culturally and linguistically responsive services to Portland's diverse JOBS program participants.

This Support Services Specialist will provide critical clerical and administrative support to all CWP teams.

### **CRITICAL PERFORMANCE FACTORS**

1. Complete timely and accurate data entry of client and attendance data into the Project's Efforts to Outcomes (ETO) database as well as the DHS TRACS database system;
2. Maintain confidentiality standards for all client data, in accordance with both agency and DHS policies.
3. Maintain orderly filing system for all client files; ensure files are kept confidentially secured and removed for off-site secure storage at the appropriate date.
4. Help as needed in verifying client employment placements by calling employers.
5. Use ETO database to produce weekly and monthly reports for Manager, Assistant Manager, Workforce Specialist Supervisor and front desk team.
6. Provide back-up coverage for front desk, career center, and Skills Development Center.
7. Provide back-up coverage for participant volunteer opportunities ("off sites") using Human Solutions van.
8. As requested, take and send meeting minutes and other notes for Manager and Assistant Manager.
9. Attend and participate in scheduled department and all staff meetings.
10. Other duties as assigned.

### **QUALIFICATIONS**

The successful candidate must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge and abilities required.

Knowledge of:

- Database systems and record keeping best practices
- Knowledge of Social Services programs.
- Social and economic issues creating poverty, working successfully with practices and techniques related to people with low income to achieve greater self-sufficiency.

Ability to:

- Accurately compile, analyze and interpret data.
- Prepare reports in a timely and accurate manner.
- Work cooperatively with all staff, interns, volunteers.
- Develop and maintain productive working relationships within CWP and with public and private agencies.
- Be culturally sensitive to a broad diversity of people seeking, receiving and delivering services.
- Prepare and maintain clear, accurate, complete and timely records and reports using Microsoft Word, Excel and other programs.
- Maintain professional boundaries with all persons served.
- Understand and follow complex written and oral instructions, rules and procedures; work independently and to be a vital and contributing part of a team.

## **EDUCATION and/or EXPERIENCE**

- Any combination of education and work experience in social services or data quality and reporting totaling two years.
- High level MS Office Suite skills and willingness to learn other computer skills.
- Excellent mathematical and reasoning skills.

## **LANGUAGE SKILLS**

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

## **MATHEMATICAL SKILLS**

Ability to calculate figures and amounts such as proportions and percentages. Ability to apply concepts of basic algebra and geometry.

## **REASONING ABILITY**

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret a variety of technical instructions in written, mathematical or diagram form and deal with several abstract and concrete variables.

## **TRANSPORTATION**

To perform the job effectively and efficiently, the successful applicant needs a reliable automobile, current Driver's License and current automobile insurance.

## **PHYSICAL DEMANDS**

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 sit; use hands to finger, handle, or feel; and talk and/or hear. The employee frequently is required to reach with hands and arms. The employee is occasionally required to stand and walk. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, and distance vision.

## **WORK ENVIRONMENT**

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.

The noise level in the work environment is usually moderate.

*To Apply:*

*Send cover letter, resume, and three professional references to Kimberly Markel via email to [kimberlym@communityworks nw.org](mailto:kimberlym@communityworks nw.org)*