

Title:	Program Specialist
Department:	Community Programs
Supervisor:	Intake Manager
Role Type:	Specialist
Compensation:	\$39,520
Benefits	Health Insurance, 401(k), FMLA, Paid Time Off, Paid Holidays
Location:	Any Location: Dane County Jefferson County Waukesha County
Fair Labor Standards Act Exemption Designation:	Exempt
Work week:	Monday through Friday, some evenings, and weekends
Hours per week:	40+
Revision Date:	2/16/22

CAC is an Equal Opportunity/Affirmative Action Employer

About CAC:

Community Action Coalition for South Central Wisconsin (CAC) exists to push back on poverty. The mission of CAC is to transform our communities by fostering conditions where everyone can achieve social and economic security. Our organization was born out of the War on Poverty, and that purpose motivates us to this day. But while we've been around for five decades, we're committed to evolving the way we work to help people live better lives.

Essential Duties and Responsibilities:

Leadership and Coordination (50%)

- Assess community needs and support coordination of CAC programs and services.
- Provide intake assessment, information, and referrals, supporting program enrollment, and assisting in the forging of strong linkages between participant and other social service organizations as well as follow-up.
- Participate in the agency intake and coordinated entry processes.
- Conduct intake and coordinated entry assessments with households.
- Enter households into appropriate coordinated entry priority lists and maintain these lists effectively per the Wisconsin Balance of State Continuum of Care, and county-level Continuum of Care guidelines.

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- Leverage, link, and access community resources for household members with instruction on how they can access services on their own.
- Maintain working knowledge of CAC programs and services reporting requirements.
- Assure CAC's response to clients is timely, dignified, and helpful.

Program Compliance and Quality Improvement (10%)

- Work with a team to realize and exceed program goals.
- Assure the collection, compilation, maintenance and distribution of accurate data and information on participants.
- Maintain accurate records, logs, files, and statistics. Document contacts with participants, weekly achievement plans, goals set, goals met and the need for new or on-going services.
- Maintain up-to-date information regarding welfare reform, public assistance programs, health insurance availability, employment and training programs, employment opportunities, childcare, independent living skills, parenting resources, transportation or programs, housing assistance programs, listing of affordable housing units, and trends and issues impacting people affected by poverty, homeless persons, or families in crisis.

Professionalism and Outreach (15%)

- Serve as a touchpoint for community members.
- Treat community members and participants with respect and dignity.
- Implement an equitable client intake process.
- Attend agency meetings and training sessions.
- Perform other related duties as requested by supervisor.

Administration and Project Management (25%)

- Maintain and organize participant records, communications, and other critical work-related materials.
- Support the implementation of agencies strategic efforts.
- Other duties as assigned.

CAC Core Values:

- **Equity:** Demonstrates a commitment to fairness and can tailor interactions and services to the unique needs of a person.
- **Respect:** Demonstrates a caring for others and the places around us by following through on promises and commitments.
Dignity: Treats other people (peers, clients, community members) as human they are worthy of their time, energy, and service.
- **Transformation:** Ability to understand and navigate the change process to enhance services and rebuild just community systems.

CAC Essential Skills:

- **Professionalism:** Conduct, behavior and attitude in the work environment reflects positively on CAC.
- **Communication:** Produces strong written documents, edits documents effectively, engages in effective verbal communication, and conducts effective group presentations.
- **Teamwork & Interpersonal skills:** Promotes a positive and fruitful work culture by working with and through others to support others to achieve goals.
- **Quality of work product:** Produces thoughtful error free work.
- **Attendance and punctuality:** Arrive and departs according to work schedule, achieves timely results, communicates planned or unplanned absences, and follows through on commitments.
- **Problem solving:** Identifies issues, effectively structures problems, analyzes data to produce insights, and generates wise, actionable recommendations.
- **External relations/customer service:** Serves as an effective ambassador, builds connections, and maintains relationships with residents, community members, and clients.

The above statements reflect the general details necessary to describe the major functions of this position and are not intended to be a detailed description of all the work/functions that may be required.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and Experience:

- Experience with data entry to ensure accurate reports, records and documentation.
- Commitment to full participation of people experiencing poverty.
- Knowledge of the problems caused by poverty, the socio/economic problems and needs specific to individuals and families affected by poverty, the resources generally available to address these needs and respect for the strengths and capacities of individuals and families to improve their lives.
- Effective written and oral communication skills, both on an individual and a group basis.
- Demonstrated dependability, punctuality, self-motivation, initiative and an ability to work with a minimum of supervision and as a team; detail-oriented, and ability to manage multiple priorities and prioritize tasks.
- Ability and willingness to maintain a high degree of confidentiality regarding participant and program information and discretion in working relationships.
- Ability to work effectively with people of diverse racial, cultural, social, educational and economic backgrounds, including high risk populations.

- Ability to convey a professional image in the community.
- Training or experience working with social service resources available in the counties CAC serves.
- High School Diploma, or equivalent.
- Ability to communicate in Spanish, a Southeast Asian language or American Sign Language or other form of communication.

Technical Abilities:

- Competency using technology, including demonstrated skills in:
 - Word and Excel.
 - Wisconsin Service Point or HMIS (state database program).
 - Sales Force (internal database).
 - Neighborly
 - Rental markets in the service area, rental procedures, and tenants' rights.
 - Food Security programs
 - Access to a reliable, insured motor vehicle.
 - Wisconsin driver's license.
 - Working telephone.

Other skills and abilities:

- Demonstrate an understanding and commitment to Community Action principles and cultural competency.

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.

- Hearing and speaking to exchange information.
- Specific vision requirements of the job include close and distance vision.
- Sitting or standing for extended periods of time
- Dexterity of hands and fingers to operate a computer keyboard and other office equipment
- Kneeling, bending at the waist, and reaching overhead, above the shoulders and horizontally, to retrieve and store files and supplies, lifting and carrying of objects up to 25 pounds.

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.

Noise level in the work environment is usually moderate. The job description does not constitute an employment contract between Community Action Coalition and the employee and is subject to change by the agency as the needs of the department and the requirements of the job change.

I acknowledge receipt of this job description. I attest that I meet the requirements described. I attest that I will strive to fulfill the job duties described, meeting or exceeding the performance standards set by my supervisor.

Employee Name (Print)

Date

Employee Signature