



ALLIANCE FOR COMMUNITY TRANSFORMATIONS

PO Box 2075, Mariposa, CA 95338, (209) 742-6456, www.alliance4community.org

Job Title:	Program Specialist I	Job Category:	Shelter
Classification:	Community Based Service	WC Code #:	8804 – shelter based
Location:	Connections ES	Travel Required:	Yes
Level/Salary Range:	\$17.00	Position Type:	Part-time: 24 hours/week with pro-rated benefits
HR Contact:	Denise Conway	Phone:	(209) 742-6456
Name:		Date of Hire:	
Immediate Supervisor:	Program Director		
Benefits:	9 paid pro-rated holidays, 91.2 hours Paid Time Off per year, Cafeteria Plan with Health, Dental, Vision, Life Insurance, and Retirement Benefit Options.		

Applications Accepted By:

E-mail: applications@alliance4you.org

Subject Line: Program Specialist I – Connections ES

Job Description

Role and Responsibilities

The Program Specialist I position will be responsible for creating a welcoming environment for program clients, community partners, and visitors, in person, by phone or other electronic media, in a professional and responsive manner. The Program Specialist I will create a welcoming, non-judgmental atmosphere and provide hospitality to clients by creating and maintaining an atmosphere of respect, trust, calm and safety. This position will ensure the smooth operation of the program environment in general, while completing administrative tasks identified by the Program Director, and be responsible for the direct and general duties listed below. This position will coordinate hotel stays and services and to act as a vaccine ambassador for selected Alliance programs. This position will end January 31, 2022 unless additional funding is made available.

This position is for 10 Months with the possibility of movement to other positions within the Alliance. This position will fulfill their duties Wednesday - Friday, 8am – 5pm.

Service Duties:

- Coordinate COVID-19 vaccination and testing schedules for clients with appropriate medical staff.
- Obtain or provide transportation to and from testing or vaccination appointments.
- Coordinate client quarantine or isolation hotel stays as needed.
- Provide essential services for clients who are quarantined or isolated in hotels, such as providing food, clothing, contacts with case managers or medical personnel, or other required needs.





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- Greet people when they enter the shelter property, being aware of everyone on property at all times;
- Provide hospitality to the shelter clients by creating and maintaining an atmosphere of respect, trust, calm and safety and offer other supports;
- Conduct screenings, admissions and re-admission procedures, and receive clients as directed by supervision;
- Ensure program procedures and expectations are respected;
- Facilitate access to essential needs (shower, laundry, personal hygiene, transportation, etc.);
- Serve as the direct contact person for shelter guests for orientation and proper procedures;
- Serve as liaison for direct service with other community partners as directed;
- Address staff concerns regarding behavioral issues;
- Interact with volunteers and community partners in an enthusiastic, professional, helpful, and respectful manner;
- Maintain a clean environment, facilitate completion of chores, and facilitate intake / exit procedures;
- Report maintenance / repair needs to supervision;
- Communicate appropriately with staff through the use of paper logs, reports, and electronic communications.
- Attend staff training and meetings as directed by supervision;
- Complete shift responsibilities as assigned by procedures or supervision;
- Facilitate and maintain shelter property cleanliness by shelter guests;
- Conduct bed counts and be generally aware of all who are on shelter property;
- Conduct environment safety checks (rounds) and participate in safety drills as scheduled;
- Respond to emergencies / incidents, call 911, complete incident reports and shift logs as needed;
- Observe code of ethical conduct;
- Attend staff meetings and trainings as requested;
- Understand and operate within The Alliance and Connections Program policies and procedures;
- Report to designated supervisor, lead or program director;

General Duties:

- Provide support to other staff;
- Answer multiple phone lines professionally;
- Maintain forms and documents related to the function of the shelter;
- Provide transportation as requested by supervision;
- Maintain and organize program supplies;





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- Communicate office / program supply needs to supervisor;
- Assist with data entry when needed;
- Other duties within job classification as assigned by supervisor;

Qualifications and Education Requirements

Knowledge of:

- Office equipment operation (phone, fax software, copier, etc.);
- Computer software programs (MS Office Products, Word, Excel, PowerPoint, Web browsers; Internet; Zoom, Teams or other remote meeting software, etc.);
- Principles of Social Service Organizations;
- Trauma informed care;
- Needs and barriers experienced by houseless individuals and families;
- Housing first practices and low-barrier approaches used in the homeless services sector;

Ability to:

- Ability to work effectively in an environment which is often stressful;
- Be accurate, reliable, punctual, well organized, careful and thorough;
- Communicate effectively orally, electronically and in written form;
- Work effectively and foster a team atmosphere;
- Exercise good judgement;
- Establish and maintain good working relationships with clients, co-workers, community partners and the general public;
- Make recommendations for improvements;

Education and Experience:

- High School Diploma;
- Experience in social service programs and service coordination or work / life / lived experience;
- Some college or vocational courses desirable;
- Previous experience working with houseless and low income individuals preferred;
- Good oral and written communication, and electronic correspondence skills;

Physical Requirements:

- Facility to see, read and distinguish printed, handwritten, and electronic documents;





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- Facility to hear and understand speech at normal room levels, and to hear and understand speech on the telephone;
- Facility to constantly use hands and arms to input data into computer and use office equipment;
- Ability to move boxes from one location to another; physical agility to lift and carry 20 lbs, and to bend, stoop, walk and reach overhead;
- Ability to sit or stand for extended periods of time;
- Must be able to concentrate for long periods of time;
- Mental acuity to perform the essential functions of this position in an accurate, neat, timely fashion: to make good judgements and decisions; and to evaluate the results of decisions and judgements;

Note:

This list of essential functions and physical requirements is not exhaustive and may be supplemented as necessary in accordance with the requirements of the job. Alliance for Community Transformations adheres to the provisions of ADA regarding reasonable accommodation procedures. Work is performed in collaborative and team environment and under regular supervision.

Additional Requirements:

- Must complete finger printing and background check upon hire, at Alliance expense. Failure to pass fingerprint clearance or background may result in withdrawal of job appointment;
- Must have reliable transportation, a valid driver's license, and DMV clearance;

Alliance for Community Transformations Values: Confidentiality, Safety, Equality, Respect, Empowerment, Personal & Professional Responsibility, Social Change Through Education & Advocacy and Sustaining Ourselves & Our Communities.

Alliance for Community Transformations is an equal opportunity, affirmative action employer. All qualified applicants will be considered regardless of race, color, religion, ancestry, national origin, age, gender, marital status, sexual orientation, medical condition or physical disability.





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Reviewed By:		Date:	
Approved By:		Date:	
Initial Job Description Date:	05/18/2019	Revised Job Description Date:	03/19/2021

**** Upon Hire, this will be signed and dated by the applicant. ****

Signature

Date

