



## Hampton Roads Community Action Program

2410 Wickham Avenue  
P.O. Box 37  
Newport News, VA 23607

### POSITION ANNOUNCEMENT

**Position:** Program Support Specialist/Housing Intake Specialist  
**Location:** Newport News, Virginia  
**Component:** Housing Services

**Summary/Objective:** Performs administrative support tasks while assisting Housing staff complete social work, mobility case management and other services for clients served by HRCAP. Employee is responsible for providing administrative support for the agency as directed by the supervisor. Work involves receiving calls, completing intakes, creating customer folders and data entry into various client management systems. Some case management, counseling, assessing client needs, coordinating provision of needed services, and maintaining case records may be required.

**COVID-19 NOTICE:** Proof of receipt of the COVID-19 vaccination required. Proof of immunization must include a copy of documentation indicating the vaccines received.

**Education and/or Experience:** Minimum of one year of appropriate and related experience public assistance program administration. Bachelor's degree in Social Services, Sociology, Human Services, Psychology, or closely related field preferred. Experience with program eligibility evaluation. Must possess experience working with public housing residents. TANF and VIEW experience preferred. Expertise in MS Office-Excel, PowerPoint, and Word. Must possess and maintain a valid Virginia driver's license. Criminal record check, driving record and credit report required for employment. Adept at networking, building relationships, and community engagement. Ability to work across the organization to deliver solutions that meet internal and external objectives.

**Responsibilities Include:** Complete intake documents are requested. Develop comprehensive list of rental properties available. Coordinate registration for department activities and workshops. Manage switchboard and answer incoming calls for the department. Maintain lobby operations not limited to answering the door, checking customers in. Enter data into various client management systems required by department. Process phone screening documents and key into databases required. Processes intake applications for necessary community resources and diversion. Transport documents to various offices as needed. Maintains current listing community resources. Prepares and maintains confidential case records and files; documents all interactions with clients by entering data into EmpowOR Client Management System. Prepares and completes various forms, reports, correspondence, case records, client activity reports, service plans, assessment instruments, needs assessments, purchase orders, invoices, applications, funding reports, charts, or other documents. Receives and completes various forms, reports, correspondence, case records, client activity reports, service plans, assessment instruments, needs assessments, purchase orders, invoices, applications, funding reports, charts, or other documents. Operates several technology tools (desktop, laptop, tablet, cellphone, hotspot, etc.) to enter, retrieve, review or modify data; verifies accuracy of entered data and makes corrections. Utilize MS Office, EmpowOR Client Management System, e-mail, internet, other computer programs. Operates a motor vehicle to conduct work activities. Performs general/clerical tasks, which may include answering telephone calls, entering data into computer, typing documents, making copies, sending/receiving faxes, filing documentation, or processing incoming/outgoing mail.

**Salary:** Negotiable. Forty (40) hours per week with Benefits.

**Application:** Qualified individuals should apply at 2410 Wickham Avenue, Newport News, VA 23607. Office hours are 8:00a.m. - 5:00p.m. Monday through Friday. You can visit:

<https://hrcapinc.org/about/employment/> to print an application and mail it to P.O. Box 37, Newport News, VA 23607. Also you can email your application and resume to [hrcapresume@hrcapinc.org](mailto:hrcapresume@hrcapinc.org)

**Closing Date:** Applications accepted until position is filled.