



# Hampton Roads Community Action Program

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

**Job Title:** Workforce Development/Housing Program Support Specialist

**Department:** Strategic Initiatives

**Reports To:** Workforce Development Program Coordinator

**FLSA Status:** Non-Exempt

## MISSION STATEMENT

HRCAP connects people to educational, social and economic programs that create self-sufficiency thereby changing lives, creating hope and making our community a better place to live.

## VISION

A strong, vibrant community where all citizens are self-sufficient and empowered.

## VALUES

Community Action Agencies improve people's lives, embody the spirit of hope, improve communities and make America a better place to live. We care about the entire community, and we are dedicated to helping people help themselves and each other.

## SUMMARY

Performs employment services for clients served by HRCAP. Employee is responsible for assisting clients in achieving self-sufficiency, determining eligibility for assistance through various Service Provider Network programs and by the local Human Services Departments such as financial assistance, childcare assistance, and other programs. This position involves performing one-on-one employment coaching to include, assessing client needs, establishing goals, coordinating provision of needed services, and maintaining case records. .

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties within the scope of this position may be assigned.

- Assist clients in achieving self-sufficiency; assess needs of households and determines appropriate supportive services; meets with clients regularly, assigns clients to activities aligned with individual and household development plans.
- Conducts client intake process to determine eligibility for assistance and benefit levels using EmpowOR Client Management System.
- Reviews client intake application and supporting documentation to ensure accuracy and completeness.
- Establishes and monitors individual and household development plan goals through information and assessment of client background.
- Explains client responsibilities, rights, and program availability.
- Evaluates employability status of clients and explores potential Workforce Development Programs and training opportunities.
- Prepares referrals for families requiring assistance; collaborates with Service Provider Network and other agencies or professionals 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.
- Assist in coordinating employment skill building workshops (i.e., resume writing, interviewing, etc.)

- Maintain employment and educational partners in empowOR Client Management and document interactions.
- Assists in scheduling and conducting hiring events and job fairs with employment partners for program participants and the community at large.
- Conducts follow up activities with participants upon completion of the program.
- 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.
- 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.
- Operates technology tools in performance of job duties to include desktop, laptop, tablet, cellphone, hotspot, etc.
- Utilize MS Office, EmpowOR Client Management System, e-mail, internet, other computer programs; performs basic maintenance of computer system and office equipment, such as replacing paper, ink, or toner.
- Communicates with immediate supervisor of needs, trends, and issues within area of responsibility and recommends activities to address them.
- Maintains confidentiality of department issues and documentation.
- Operates a motor vehicle to conduct work activities.
- Aids other employees or departments as needed.
- Performs other related duties as required.
- Represent the organization in professional, civic, and community groups as requested by supervisor.

**SKILLS REQUIRED** include the following. Other skills within the scope of this position may be assigned.

- Helps establish performance measures and monitors outputs and outcomes.
- Comprehensive understanding of data systems, including tracking, reporting, monitoring, customer satisfaction, and evaluation.
- Ability to work independently, take initiative and be an effective team member.
- High-level communication and interpersonal skills a must.