



Hampton Roads Community Action Program

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

POSITION ANNOUNCEMENT

Position: Emergency Services/Program Support Specialist

Location: Newport News, Virginia

Reports To: Manager of Service Delivery and Coordination

FLSA Status: Non-Exempt

Summary/Objective: To provide administrative functions for the Emergency Services department.

Essential Duties and Abilities: Assist with Intake, filling, and other assigned duties. Compiles initial information for program records by completing pre-screening of applicants. Ensure confidentiality of data is maintained at all times. Assists in the collection of client profiles and quality improvement data. Posts/enters the results of client intake and updates the electronic database to exit program participants. Assists in auditing records for ongoing compliance.

Ensures alternate resources are offered to ineligible applicants. Ability to motivate, talk, listen and comprehend people from varied life positions. Ability to analyze and reason; a critical and creative thinker. Ability to develop a plan of action and follow through to completion. Ability to handle multiple tasks and mitigate crisis situations. Ability to be flexible and willingness to adapt to different project perimeters. Ability to work alone, as well as on a team. Ability to use computers, and knowledgeable of computer programs such as Microsoft Word, Excel, the Internet, and other data systems such as HMIS.

Qualifications: Requires a High school diploma or equivalent and 2 years of experience working in a high volume data entry services setting. Must have an agreeable personality and work in a fast-paced and intense work situation.

Salary: \$13.94 - \$16.00 per hour. 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 complete or print an application and mail it to P.O. Box 37, Newport News, VA 23607 or fax it to 757-534-9240. Also you can email your application and resume to hrcapresume@hrcapinc.org

Closing Date: Applications accepted until position is filled.