



Bridges of Hope Position Description

Title: Program Specialist

Hourly/Non-exempt position

Benefits: Cafeteria 125 Plan; up to 3% salary match in a SIMPLE IRA plan; 10% discount at Common Goods; employees accrue paid sick & vacation time in addition to 9 paid holidays. (All subject to eligibility thresholds.)

Location: Bridges of Hope Human Services

Position Summary

The purpose of this position is to provide direct support to clients in need of respite care and in need of resource & financial support; and to develop & maintain relationships with community agencies.

Specific Responsibilities and Expectations

Respite Services (40% of time)

- Perform Intake & Enrollment for clients.
- Manage Respite enrollment capacity, usage, and overall caseload.
- Train Providers and manage Provider electronic files & paperwork.
- Communicate with clients & providers re: program specifics.
- Maintain accurate & timely electronic client service records.

Resource Connection Services (38% of time)

- Provide intake services, assessing needs & existing resources of client household; provide resource & solution recommendations, referrals to outside programs, and follow-up services to clients.
- Maintain accurate & timely electronic client service records.
- Coordinate Thanksgiving Program.

Community Partnerships & Internal Collaboration (15% of time)

- Consult with coworkers and supervisor to determine best course of action for client situations.
- Research and educate self and coworkers on existing, emerging, and changing area resources and programs.
- Communicate and collaborate with outside agencies to build strong, trust-filled working relationships.
- Attend relevant community agency meetings to increase collaboration and partnerships.
- Utilize shared community database (HMIS) to document cases and receive/send referrals to other agencies.

Crisis Nursery Services (2% of time)

- Coordinate weekend/holidays CNS phone line & schedule with volunteers.
- Train Providers and manage Provider electronic files & paperwork.
- Provide backup intake services, CNS placements, and follow-up services to clients; maintaining accurate documentation & communication with CNS Providers as needed.

Other duties as assigned (5%)

Education & Experience Requirements:

Bachelor's Degree in a Human Services related field, or two to three years of relevant experience required; a combination is preferred.

Reports to: Executive Director

Direct reports: None

Bridges of Hope's Mission: *To build bridges of support, anchored in Christ's love, between families in the Lakes Area and the community assets that can help them thrive and gain hope.*