



# POSITION DESCRIPTION

Position Title:	<b>Homelessness Prevention Specialist</b>
Candidate:	TBD
Department:	Client Services Program
Supervisor:	Sr. Director of Programs and Services
FLSA:	Full-Time/Hourly/Non-Exempt
Salary Range:	\$74,000
Effective Date:	ASAP

## OUR IMPACT

For over 50 years, Samaritan House has been leading the fight against poverty in San Mateo County. We're the only organization that delivers the full breadth of essential services and personalized support to the working poor. By ensuring our clients are fed, clothed, healthy, and housed, we help them create their own stability and remain an active, successful part of our community. After all, an enduring community is only possible when every person has the resources they need to live.

## OUR CULTURE

We're passionate about providing our employees with a supportive work environment and experiences that help them grow. We offer excellent opportunities for individuals with proven strong, creative, results-driven leadership skills and stellar work ethics. We welcome candidates who love working with people of diverse backgrounds and want to make a difference by fostering community care for our neighbors in need.

## YOUR IMPACT

Under the general supervision of the Sr. Director of Programs and Services, the Homelessness Prevention Specialist serves primarily as a program analyst for contracts that provide financial assistance funds. Key responsibilities include researching, compiling, and analyzing program data; preparing reports; managing assigned programs and processes; evaluating program performance and conducting quality control; and collaborating with management and staff across departments.

The position works closely with Data, Accounting, Development, and other internal teams, as well as external partners, vendors, and customers as appropriate. Additional duties include supporting marketing efforts as assigned, analyzing operational workflows and recommending improvements, developing performance measures, assisting with business plan updates and strategic planning, overseeing and processing contracts and agreements, and coordinating the administration of financial assistance funds.

## JOB QUALIFICATIONS

**Please note our preferred and in some cases required qualifications for this position:**

### EDUCATION:

- Bachelor's degree in social or human services or related field preferred. Related experience may substitute for educational requirements.

### EXPERIENCE:

- Two years of professional program administration and/or analytical experience in the areas of social services, homeless services and/or community development.

### KNOWLEDGE, SKILLS, AND ABILITIES:

- Bilingual and Bicultural English/Spanish candidate recommended. Experienced with how to communicate, speak, read, write, translate in both English and Spanish.

- Excellent crisis/conflict management skills.
- Excellent organizational and time management skills. Ability and capacity to efficiently and successfully manage time in a very busy work environment with full workload. Ability to multi-task with ease and prioritize effectively. Excellent ability to work within and meet deadlines.
- Excellent Computer Proficiency is required with Microsoft Office Suite, and the ability to quickly learn new database systems (i.e., Salesforce, Clarity Systems).
- Excellent data management skills- Ability to complete timely data entry and work with information management systems. Must be able to successfully manage and maintain accurate data and reports; audit and ensure integrity of information is accurate.
- Strong ability to conduct all business and interactions with all constituents in a highly ethical manner, demonstrating high level of integrity as well as the ability to maintain appropriate professional boundaries
- Must be able to exercise appropriate and sound judgment, professionalism, appropriate composure with tact and diplomacy both under normal and stressful situations.
- Must possess a solutions-based approach to problem solving. Ability to be creative and show initiative and act as an independent employee while having a team player approach and attitude.
- Excellent interpersonal skills. Ability to establish and maintain successful and effective relationships with Samaritan House constituents (internal and external) and partnering agencies.
- Must have flexibility with work schedule, which may include occasional evenings, holidays and/or weekends as needed.
- Ability to drive to other Agency or partner locations; must have dependable transportation with insurance, and an excellent driving record.

## PHYSICAL REQUIREMENTS AND BACKGROUND CHECK

Candidate must have the physical, visual, and auditory ability to perform the essential functions of the job and to respond to emergencies with or without reasonable accommodation. Reference checks and background checks will be performed prior to and at commencement of employment. Candidate must be able to work in a clinic environment with occasional-to-regular interruptions. Activities may include but are not limited to repetitive hand/arm motion (computer work), extended periods of standing and/or sitting at a computer workstation, regular travel, occasional bending, pulling, pushing, reaching, lifting, and carrying up to 20 pounds. This position will require the usage of a mobile device or other assigned equipment, which will be provided. Position is on site with occasional travel to partner agencies as assigned. Traditional business schedule while program is developed. When program is launched schedule will require flexibility to meet with clients, which includes some evenings as needed.

## ESSENTIAL FUNCTIONS OF THE JOB

1. Oversee maintenance of the client files and databases in accordance with the U.S. Department of Housing and Urban Development (HUD) and contract(s) for all financial assistance funds.
2. Administers programs including evaluating program performance; performs quality control; develops performance measures; recommends improvements; assists with strategic planning; and ensures compliance with applicable regulations, policies, and procedures.
3. Assist with monthly, quarterly, and annual reporting of all MOUs and contracts, including government, community, and foundations (i.e. Community Action Agency, Season of Sharing, etc.). This includes ensuring the accurate and timely collection of statistical data for all programmatic operations as well as its reporting data and outcomes to the direct supervisor, Data, Accounting, and Development staff, and other interested people where appropriate.
4. Assist with and provide ongoing updates of financial guidelines, forms and paperwork for all financial assistance funds.
5. Collaborate with the Finance Department and Data Team regularly to ensure case files are audit proof and financial assistance checks are dispersed rapidly and efficiently.
6. Oversee maintenance of the Apply Online Application and databases including Salesforce and Clarity.
7. Work with the Senior Director of Programs and Services to develop, plan and implement programming and program improvements.
8. Work with Senior Director or Programs and Services, the Development & Finance Departments to formulate effective program measurements, outcomes, and data gathering procedures. Use data to improve programs and financial outcomes.
9. Draft and update guidelines/procedures and best practices for/with input from Samaritan House staff, appropriate volunteers and community partners. Ensure appropriate administration of Agency Policies

