

EPIC `Ohana

Job Title: HI H.O.P.E.S. Specialist I (Maui)

Employment Type: On Call

FLSA Status: Non-exempt

Department: HI H.O.P.E.S.

Reports To: Statewide Initiative Manager

Job Summary

HI H.O.P.E.S. Specialists contribute to the initiative at various levels, including contributions to:

- HI H.O.P.E.S. Youth Board Support
- HI H.O.P.E.S. Match Program Support
- Foster Care Grievance Process (Pono Process)
- Program Coordination and Communication

Under the guidance of the Statewide Initiative Manager, the HI H.O.P.E.S. Specialist I contributes to these initiative elements by supporting the implementation and execution of administrative elements within their designated geographical area.

The HI H.O.P.E.S. Specialist I must demonstrate an active commitment to the mission and vision of EPIC `Ohana, striving to embody its core values in every aspect of their work.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

Program Coordination and Communication

- Execute delivery of program activities within the designated Initiative area;
- Provide administrative and logistical support to ensure smooth implementation of trainings, meetings, and events;
- Support recruitment, engagement, and maintain communication with youth/young adult participants, partners, and community stakeholders relevant in their designated area;
- Collect, track, and maintain accurate program data and participant records as required;
- Support youth-adult partnerships by fostering respectful, culturally grounded, and strength-based interactions with youth and families;
- Collaborate with HI H.O.P.E.S. Initiative staff and partner agencies to strengthen communication and coordination across the Initiative; and
- Contribute to the preparation of reports, documentation and materials that highlight program outcomes and youth/young adult impact.

•HI H.O.P.E.S. Youth Leadership Board Support

oBoard Coordination and Administration

Support the coordination of the work of the HI H.O.P.E.S. Youth Leadership Board in designated locations (Kaua'i, O'ahu, Maui County, East Hawai'i or West Hawai'i);

Provide logistical and administrative support for board meetings, trainings and advocacy activities;

Assist with coordination of quarterly Community Partnerships (CP) Hui meetings and prepare board members for participation.

oYouth Engagement and Development

Support the execution of programs that support youth engagement, youth-adult partnerships and positive youth development;

Assist HI H.O.P.E.S. program with engaging youth leaders in preparing testimony, presentations, and community engagement efforts;

Support the engagement and training of board members so they can fully participate in all Initiative strategies;

Promote respectful, strength-based interactions that foster youth-adult partnerships;

oProgram and Event Participation

Support board members in community activities, advocacy efforts and events (e.g., Imua Kākou hearings, Transition Ceremonies, Teen Days, etc.).

oSupport communication between the youth leadership board and partner agencies, as needed

oPromote youth-adult partnerships by fostering respectful and strength-based interactions.

•HI H.O.P.E.S. Match Program Support:

oSupport recruitment of participants for financial literacy trainings;

oSupport coordination of financial literacy trainings;

oSupport youth / young adults in making asset purchase requests, only as directed by HI H.O.P.E.S. Program Manager

oSupport semi-annual Opportunity Passport™ surveys with participants;

OTHER DUTIES/FUNCTIONS

•Perform other related duties, as required and assigned.

•Responsible for awareness and adherence to all company and safety policies and procedures.

•Attend and participate in trainings, all staff meetings, and individual supervision, as scheduled.

•Recommend improvements and/or enhancements of job processes and work environment to ensure high quality levels of service deliverables.

•Address appropriate needs with supervisor .

WORKING CONDITIONS

•Work Hours: Normal hours for the EPIC office are Monday through Friday 7:00 a.m. to 5:30 p.m. Employees may start as early as 7:00 a.m. or as late as 9:00 a.m. The end time for an employee's work shift will be based on the employee's designated start time.

•Must be flexible with work schedule, pending the need to deliver services. Hours may include weekend and evening hours.

•This job operates in a professional hybrid work environment.

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EQUIPMENT USED

•Must be proficient with computer use, including word processing, spreadsheets, email, and database usage.

•Maintain a moderate working knowledge of computers for data entry.

MENTAL, PHYSICAL, AND COMMUNICATION DEMANDS

Mental Demands

- Must be self-directed, organized, and able to work independently.
- Must have excellent problem-solving skills.
- Must work well under the pressure of meeting multiple deadlines in a fast-paced environment.
- Must have strong writing skills and be able to write clearly and accurately.
- Must have the willingness to be flexible and adaptable in a fast-paced environment.
- Must be able to support diversity in the workplace and serve a diverse population.
- Must be able to comprehend complex information such as social work reports and court documents.
- Must be approachable, non-judgmental, organized, and have a strength-based view of youth and families.
- Must be emotionally mature, objective, and supportive of people and their problems.
- Must have the ability to nurture and maintain positive relationships with all stakeholders, including the ability to engage youth and/or family members from diverse communities.
- Must have the ability to work cooperatively with representatives of other agencies.
- Must have an attitude of continual learning.
- Must be able to synthesize and summarize complex information in ways that are understandable to youth and/or family members and professionals.

Communication Demands

- Must have the ability to speak and write clearly.
- Must have a direct yet sensitive communication style.
- Must have strong communication skills and a strong ability to support and engage positively with community providers, professionals, social workers, service providers, and families.

MINIMUM QUALIFICATION REQUIREMENTS

- Must have a high school diploma or equivalent.
- 1 Year of Relevant Experience.
- Must be proficient with computer use, including word processing, spreadsheets, email, and database usage.
- Must maintain an ethical, responsible and professional attitude and demeanor under all circumstances in-person, by phone, e-mail and correspondence, in order to effectively and efficiently engage and maintain working relationships with families, professionals and other participants who are undergoing complex and crisis situations.
- Team player with a positive attitude and the ability to interact with all levels of the organization.
- Committed to quality and performance improvement.
- Successful criminal and child abuse and neglect background clearance as required by state regulations for those who work with children and families in the Child Welfare System.
- Valid driver's license, no-fault automobile insurance, acceptable motor vehicle abstract², and

access to an insured, reliable vehicle is needed.

PREFERRED QUALIFICATION REQUIREMENTS

- Familiarity with the Foster Care System (DHS-CWS), strongly preferred.
- Individual with experience working with families whose children have been harmed or threatened with harm preferred.
- Individual with culturally relevant training and/or experience specific to the community served, preferred.
- Proficiency in Microsoft 365 programs, including Outlook, Word, Teams, preferred
- Experience with Zoom, preferred
- Experienced with Canva, preferred

Essential Duties

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- Collect, track, and maintain accurate program data and participant records as required;
- Support youth-adult partnerships by fostering respectful, culturally grounded, and strength-based interactions with youth and families;
- Collaborate with HI H.O.P.E.S. Initiative staff and partner agencies to strengthen communication and coordination across the Initiative; and
- Contribute to the preparation of reports, documentation and materials that highlight program outcomes and youth/young adult impact.

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oSupport semi-annual Opportunity Passport™ surveys with participants.

Secondary Duties

- OTHER DUTIES/FUNCTIONS

- Perform other related duties, as required and assigned.
- Responsible for awareness and adherence to all company and safety policies and procedures.
- Attend and participate in trainings, all staff meetings, and individual supervision, as scheduled.
- Recommend improvements and/or enhancements of job processes and work environment to ensure high quality levels of service deliverables.
- Address appropriate needs with supervisor.

Supervisory Responsibilities

This job has no supervisory responsibilities.

Education

This position requires a high school diploma (or GED or high school equivalence certificate) and 1 year of relevant experience.

Behavioral Characteristics

- Cooperation -- Job requires being pleasant with others on the job and displaying a good-natured, cooperative attitude.
- Concern for Others -- Job requires being sensitive to others' needs and feelings and being understanding and helpful on the job.
- Social Orientation -- Job requires preferring to work with others rather than alone, and being personally connected with others on the job.
- Adaptability/Flexibility -- Job requires being open to change (positive or negative) and to

considerable variety in the workplace.

Language Skills

- Oral Comprehension -- The ability to listen to and understand information and ideas presented through spoken words and sentences.
- Written Comprehension -- The ability to read and understand information and ideas presented in writing.
- Oral Expression -- The ability to communicate information and ideas in speaking so others will understand.
- Written Expression -- The ability to communicate information and ideas in writing so others will understand.
- Speech Clarity -- The ability to speak clearly so others can understand you.
- Reading Comprehension -- Understanding written sentences and paragraphs in work related documents.
- Active Listening -- Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Writing -- Communicating effectively in writing as appropriate for the needs of the audience.
- Speaking -- Talking to others to convey information effectively.
- Communicating with Supervisors, Peers, or Subordinates -- Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
- Communicating with Persons Outside Organization -- Communicating with people outside the organization, representing the organization to customers, the public, government, and other external sources. This information can be exchanged in person, in writing, or by telephone or e-mail.

Reasoning Ability

- Problem Sensitivity -- The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.
- Visualization -- The ability to imagine how something will look after it is moved around or when its parts are moved or rearranged.
- Selective Attention -- The ability to concentrate on a task over a period of time without being distracted.
- Time Sharing -- The ability to shift back and forth between two or more activities or sources of information (such as speech, sounds, touch, or other sources).
- Critical Thinking -- Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Active Learning -- Understanding the implications of new information for both current and future

- problem-solving and decision-making.
- Getting Information -- Observing, receiving, and otherwise obtaining information from all relevant sources.
 - Processing Information -- Compiling, coding, categorizing, calculating, tabulating, auditing, or verifying information or data.
 - Scheduling Work and Activities -- Scheduling events, programs, and activities, as well as the work of others.
 - Organizing, Planning, and Prioritizing Work -- Developing specific goals and plans to prioritize, organize, and accomplish your work.

Mathematical Skills

- Minimum skills -- Ability to add and subtract two digit numbers and to multiply and divide with tens and hundreds. Understanding of units of American currency, weight, volume and distance.

Computer Skills

- Word processing software
- Microsoft Office Applications including Outlook, Teams, etc.

Certification and Licensing

- -Current Driver's License (Class 3), Current Auto Insurance, and Acceptable Driving Abstract

Tools & Technology

- - Access to insured, reliable vehicle.