

RYSE

Job Title: Program Support Specialist

Employment Type: Full-Time

FLSA Status: Non-exempt

Department: Budget & Finance

Reports To: Executive Director

Job Summary

The Program Support Specialist is responsible for facilitating pathways to permanent housing for youth who are on the street or in the RYSE program. He/she/they oversees housing-focused case management and fills a central role in linking youth experiencing housing instabilities to an appropriate housing plan and supporting the team in sustaining placements.

Essential Duties

- Program Support Specialist provides supportive services which systematically support the accomplishment of program deliverables to achieve overall accountability and completion.

The Program Support Specialist position provides administrative, data support, analytical, and facilities support to help programs function and meet the needs of the clients we serve.

Manage program data through client registration, data entry, filing, and organizational support.

Provide administrative support through invoicing, copies, distribution, and knowledge of supply inventories.

Perform data quality checks and monitors for statistical trends or deficiencies

Display excellent organization skills, maintain thorough and accurate records.

Identify opportunities to improve processes to deliver the highest quality experience possible for program participants and follow through with these improvements as assigned.

Partner with compliance and grants management to track and access required data elements for grants.

Support program staff and data administration staff with updating database structure and building reports relevant to programs.

Document service encounters as required, input data in a timely manner in Homeless Management Information System (HMIS), excel spreadsheets, and case management databases as program requires.

Practice positive youth engagement through persistent and creative engagement to motivate, encourage participation, and promote follow-through to obtain and maintain stable housing.

Secondary Duties

- Proficient in all applications of Microsoft 365 suite and in the use of other computer technology such HMIS, Social Solutions (Apricot, ETO), WITS.

Organized and solution-oriented with the ability to coordinate many tasks in a fast-paced environment.

Excellent interpersonal skills, cooperative, friendly, proactive, and helpful attitude with clients and co-workers of all ages and socio-economic backgrounds

Associate degree or bachelor's degree in a related industry or field (data science, business administration, business management, etc.) preferred.

Ability to complete a variety of daily, bi-weekly, and monthly documentation, as well as data collection.

Understand and maintain confidentiality of member information

Perform general clerical duties including recordkeeping and filing.

Excellent verbal and written communication skills.

Ability to work independently and as a part of an interdisciplinary team.

Ability to work with diverse populations.

Valid HI driver's license and reliable transportation and/or own vehicle.

Supervisory Responsibilities

This job has no supervisory responsibilities.