



## **JOB DESCRIPTION**

### **JOB TITLE:**

Program Specialist – KISRA WV ReForm Project

### **JOB LOCATIONS:**

Putnam County (Winfield)

### **JOB SUMMARY:**

To provide case management services and instruction to WV Reform project participants so that they will make healthy choices.

### **ESSENTIAL FUNCTIONS AND RESPONSIBILITIES:**

- Arranges, coordinates, monitors, evaluates, and advocates for a package of multiple services to meet the specific participant's needs.
- Works with participants both in advance of employment and post-placement through provision of wraparound support services and discussing strategies for employment retention and for professional advancement and higher wages.
- Conducts initial interviews with each participant using a detailed intake packet.
- Works with prison and jail staff on participant transition into the community
- Works with participants to identify personal transition goals
- Coordinates participant services with state agencies and community-based organizations
- Develops case management plans based on participants' goals and barriers.
- Assesses the needs of the participant and his/her family, when appropriate.
- Follows-up with participants for up to one year.
- Effectively and efficiently implements curriculum as directed by publisher/developer.
- Administers assessment tools.
- Takes attendance at each class.
- Gathers performance measurement data.
- Executes work plan.
- Maintains frequent contact with participants.
- Prepares program reports.
- Records and maintains all files and documentation on participants.
- Adheres to all policies and procedures of KISRA.

### **CONFIDENTIALITY:**

The participants' personal information shall not be shared with anyone outside of the KISRA ReForm project without their signed consent. Violation of this confidentiality can result in corrective action, up to and including dismissal according to the KISRA confidentiality policy and procedures.

### **RESOURCES AND METHODS:**

Employee must know how to use a Microsoft Windows-based computer and software applications needed to perform duties (Microsoft Word, Excel, PowerPoint, Outlook and the Internet). The individual must be familiar with the following office equipment: copier, fax machine, shredder, and scanner.

**PHYSICAL DEMANDS:**

Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

**WORKING CONDITIONS AND ENVIRONMENTAL ISSUES:**

Employee must be an excellent face to face and telephone communicator. Additionally, travel to attend meetings and conferences, as well as to develop and maintain strong networking relationships with collaborators is required.

**KNOWLEDGE, ABILITIES, AND SKILLS:**

To perform this job successfully, the employee must be able to multi-task and perform each duty satisfactorily. The ability to analyze program information is required in order to prepare reports. The manager will have extensive knowledge in project management, supervision and employee development.

**SUPERVISORY RESPONSIBILITIES:**

None

**REPORTING RELATIONSHIPS:**

The employee reports to the Program Manager, Glen Alan Mcclung. A monthly program report on activities is required.

**REVIEW PROCESS:**

Semi-annual and annual reviews will be conducted by the Program Manager, Glen Alan Mcclung.

**EDUCATION AND EXPERIENCE:**

At least three years of work experience in a similar position is preferred.

**KEY JOB COMPETENCIES:**

To perform the job successfully, an individual demonstrates the following competencies:

- **Customer Service** – Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.
- **Problem Solving** – Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in team problem solving situations; Uses reason even when dealing with emotional topics.
- **Interpersonal Skills** – Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things; Addresses problems directly with the individual involved.
- **Oral Communication** – Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; Responds well to questions; Participates actively in meetings.
- **Written Communication** – Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.
- **Teamwork** – Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Supports everyone's efforts to succeed.
- **Quality Management** – Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.
- **Cost Consciousness** – Works within approved budget; Develops and implements cost-saving measures.
- **Ethics** – Treats people with respect; Keeps commitments; inspires the trust of others; Works with integrity and ethically; Upholds organizational values.
- **Organizational Support** – Follows policies and procedures; Completes tasks correctly and on time;

supports organization's goals and values.

- **Judgment** – Displays willingness to make decisions in a timely manner; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process.
- **Motivation** – Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.
- **Planning/Organization** – Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Develops realistic action plans.
- **Professionalism** – Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.
- **Quality** – Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.
- **Safety/Security** – Observes safety and security procedures; Reports potentially unsafe conditions; Uses equipment and material properly.
- **Adaptability** – Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent changes, delays, or unexpected events.
- **Attendance/Punctuality** – Consistently arrives to work on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.
- **Dependability** – Follows instructions; Responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.
- **Initiative** – Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed.
- **Innovation** – Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.

**PERIPHERAL DUTIES:**

Program promotion duties will be required from time to time.

**OTHER DUTIES AND RESPONSIBILITIES:**

Any other duties as assigned by Program Manager or CEO.