

**Job Title:** Administrative Support Specialist  
**Department:** Program Operations – PH3  
**Reports To:** Program Manager  
**FLSA Status:** Non-exempt

**FUNDING NOTICE: This position is funded by grants and other agency funds and will require additional responsibilities as directed by the supervisor, department director or COO. This position will be reviewed by March 31<sup>st</sup> annually to determine funding availability in the new fiscal year beginning July 1<sup>st</sup> annually.**

**COVID-19 Notice: This mandate will continue until such time as HRCAP determines that this policy is no longer necessary to protect the health and safety of the HRCAP Community.**

**WORKING SCHEDULE: This position is designated as essential and will be required to report to the office during inclement weather. The administrative support specialist will be issued a mobile device to manage day, evening, and weekend programming at various agency sites and access to an agency vehicle. This position will also be responsible for attending early morning, evening, and weekend events as assigned.**

## **SUMMARY**

Performs social work, mobility case management and employment services for individuals and families served by the Hampton Roads Community Action Program (HRCAP), a regional Community Action Agency. This position involves serving as a subject matter expert, a coach that will utilize the Whole Family Approach model, counseling and assessing the needs of individuals and families, coordinating the provision of needed services, and maintaining case records (paper and electronic). This position is responsible for cross-training with other agency programs and services to ensure that individuals and families achieve self-sufficiency by providing services and connecting to various Service Provider Network programs and all local Departments of Social Services served by the HRCAP.

**DUTIES AND RESPONSIBILITIES AS AN ADMINISTRATIVE SUPPORT SPECIALIST:**  
include the following.

- Record and disseminate notes from agency/program meetings.
- File and organize copies of all check requests, purchase orders, and other agency receipts.
- Setup and breakdown tables, chairs, platforms, and other equipment for program events (in-house and external events).
- Maintain agency vehicles to include: washing, maintenance, key log and mileage documentation.
- Maintain facility room bookings and other maintenance needs for remote sites. Some light maintenance duties include: assembly, painting, cleaning, etc.

**ADDITIONAL RESPONSIBILITIES** include the following. Other duties within the scope of this position may be assigned.

- Manages intense caseload and coordinates internal and external services for assigned families. Assist clients in achieving self-sufficiency; assess needs of households and determines appropriate

supportive services; meets with clients regularly, assigns clients to activities aligned with individual and household development plans.

- Determines eligibility for assistance and benefit levels using EmpowOR Client Management System.
- Establishes and monitors individual and household development plan goals through information and assessment of client background.
- Explains nature of temporary assistance benefit programs and determines reason and need for assistance.
- Explains client responsibilities, rights and program availability.
- Evaluates employability status of clients and explores potential Workforce Development Programs.
- Processes intake applications for necessary community resources and diversion.
- Coordinates and participates in out of office visits with family members and other professionals.
- Prepares referrals for families requiring assistance; collaborates with Service Provider Network and other agencies or professionals as needed.
- Maintains current listing community resources in empowOR.
- Prepares and maintains confidential case records and files; documents all interactions with clients by entering data into empowOR Client Management System.
- Prepares and completes various forms, reports, correspondence, case records, client activity reports, service plans, assessment instruments, needs assessments, purchase orders, invoices, applications, funding reports, charts, or other documents.
- Operates several technology tools (desktop, laptop, tablet, cellphone, hotspot, etc.) to enter, retrieve, review or modify data; verifies accuracy of entered data and makes corrections.
- Utilize MS Office, empowOR Client Management System, e-mail, internet, other computer programs; performs basic maintenance of computer system and office equipment, such as replacing paper, ink, or toner.
- Communicates with supervisor, employees, other departments, clients, family members, companion aides, Newport News Human Services, government agencies, counselors, medical providers, law enforcement personnel, court personnel, attorneys, schools, Service Provider Network, professional colleagues, the public, and other individuals as needed to coordinate activities, review status of household plans, exchange information, or resolve problems.
- Operates a motor vehicle to conduct work activities.
- Performs general/clerical tasks, which may include answering telephone calls, entering data into computer, typing documents, making copies, sending/receiving faxes, filing documentation, or processing incoming/outgoing mail.

- Cross trained to support agency operations as directed by the supervisor. May be responsible for performing other program duties as the agency receives new programs/grants.
- Performs other related duties as directed by the supervisor.
- Represent the organization in professional, civic, and community groups as requested by the CEO.

**SKILLS REQUIRED** include the following. Other skills within the scope of this position may be assigned.

- Helps establish performance measures and monitors outputs and outcomes.
- Comprehensive understanding of data systems, including tracking, reporting, monitoring, customer satisfaction, and evaluation.
- Ability to work independently, take initiative and be an effective team member.
- High-level communication and interpersonal skills a must.
- Exceptional time management skills with ability to multitask; ability to work well under pressure, prioritize workload, and meet tight deadlines.

### **SAFETY RESPONSIBILITIES**

Comply with all Federal, State and Local regulatory standards and procedures.

Abide by all HRCAP's Safety Policies, Rules and Regulations; maintain required trainings and certifications for the jobs and equipment to be used; and understand the potential safety hazards in the work area.

Ensure that applicable personal protective equipment is worn, in proper operating condition, and used for each job performed.

### **INFORMATION PRIVACY AND SECURITY**

This position will have access to confidential information and is required to be familiar with the HRCAP's Privacy Policy related to the handling of data and using encryption software to ensure data is secured at all times. Any data breaches are to be reported immediately to the Chief Operating Officer.

### **EDUCATION and/or EXPERIENCE**

- High School Diploma with six months of documented administrative experience.
- Ability to use multiple software systems to include but not limited to: Office 365, Adobe, Asana, Zoom, Teams.
- Must possess and maintain a valid Virginia driver's license with applicable insurance to be provided when renewal occurs.
- Criminal record check, driving record and credit report may be required for employment
- Adept at networking, building relationships, and community engagement
- Ability to work across the organization to deliver solutions that meet internal and external objectives

### **CERTIFICATES, LICENSES, REGISTRATIONS**

Current state driver's license, proof of current auto insurance coverage, satisfactory driving record and working vehicle required.

**PHYSICAL DEMANDS**

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

- ☒ Lifting up to 30-50 pounds maximum and occasionally lifting and/or carrying such articles as docket, ledgers, and files. Walking and standing are required only occasionally

**WORK ENVIRONMENT**

There may be some unusual work environment characteristics associated with performing the essential functions of this position in the delivery of services to customers of the agency. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- ☒ General office environment with some exposure to extreme atmospheric conditions (temperature, noise, fumes, dust, etc.)

**RECEIPT OF JOB DESCRIPTION**

I have received, reviewed and understand this job description. I further understand that I am responsible for satisfactorily performing the essential duties described in the job description. I understand the job functions may be changed from time to time. I will be able to perform the essential functions of this position with or without accommodation. I understand that if I will need an accommodation for this position, I will inform Human Resources and management of my accommodation needs.

Print Name \_\_\_\_\_

Employee Signature \_\_\_\_\_ Date \_\_\_\_\_