

Maui Economic Opportunity, Inc.

Job Description



Job Title: Program Specialist III-Enlace
Department: Community Services
Reports To: Assistant Director
FLSA Status: Nonexempt
Prepared Date: August 2007
Updated Date: June 2020
Pay Grade: S14

SUMMARY:

Coordinates, facilitates, leads and supports Enlace program and activities. Provides case management support, education and translations and/or interpreting services for the Hispanic/Latino community. This position directly supervises the Enlace Program Specialists and will assist as needed with Community Service programs. This position regularly works within the Community Services department across lines of specialty, as well as with the MEO CS Director, Assistant Director, MEO CEO, COO, CHRO and CFO and other organizations to ensure that the Community Services department is running efficiently and effectively.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Ensures Enlace program objectives and outcomes are achieved, and client satisfaction is met or exceeded in a timely manner and within funding limitations.

- Interview clients to determine and verify program eligibility.
 - Assist clients in obtaining services by aiding with completion of forms ensuring the follow through on the application process.
- Provide over the counter telephone assistance referrals and interpretation services; gives information regarding community services program eligibility, policies and standards.
- Refers clients to appropriate government or community resources and other organizations.
- Serves as interpreter or translator and translates various documents.
 - Assist with communication between teachers and limited English speaking parents.
 - Assist with enrolling parents in MED-Quest or other programs for example, SNAP, etc.
 - Assist with Early Childhood Services family orientations.
 - Receive and disseminate information of interest and/or importance to client.
- Sets up and maintains individual records to document clients served.
 - Collect and compile data and complete reports as needed.
- Community Outreach:
 - May serve as a liaison between the client, community and government agencies.
 - Participate in public relations and advocacy activities, and in community organizations and represents or assigns program staff to attend community meetings as needed.
 - Identify community and program needs, and makes recommendations.
 - Conducts presentation throughout the community sharing resources to assist the Hispanic/Latino population.
 - Represent MEO while promoting civic engagement through partnership with boards, committees, task force collations, etc.
 - Coordinate and/or assist with Mobil Consulate visits.

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- Human Relations Management:
 - Work with the CS management team and the human resource team to ensure proper and consistent handling of all personnel matters. This includes staff recruitment, retention, training/development, benefits, coaching/corrective actions, investigations, union interactions, clearances, and reporting.
 - Coordinate and/or ongoing training in all areas.
 - Active management of team members to ensure engaged team members.
- Communications:
 - Keep the Community Services management team informed on all issues that affect Community Services and the agency in a timely manner, coordinating with the Director and Assistant Director of Community Services as needed to ensure smooth operations.
 - Conduct regular staff meetings for information sharing and problem resolution.
 - Active participation in general MEO meetings.
 - Maintains confidentiality at all times.
- Safety:
 - Actively promotes a high level of safety for Community Services, adhering to/supporting all safety policies and programs for staff and clients, and assisting with creating additional safety processes if needed.
- Operates a company vehicle for company business.
- Understands, follows and supports all safety policies and programs.
- Regular attendance.

NONESSENTIAL DUTIES AND RESPONSIBILITIES:

- Perform other duties as assigned.

SUPERVISORY RESPONSIBILITIES:

- One Part-time Enlace Program Specialist.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The requirements listed below are representative of the knowledge, skill, and/or ability required.

- Working knowledge of the Hispanic/Latino community, and social service agencies and available community resources.
- Working knowledge of completing client application forms and making referrals.
- Working knowledge of interviewing techniques and public relations.
- Demonstrate motivational skills, and the ability to direct clients to appropriate resources.
- Ability to establish working relationships with appropriate community agencies.
- Ability to manage many projects at a given time, meet deadlines and prioritize workload.
- Understanding of community history, traditions and beliefs.
- Understands and relates to diverse cultural backgrounds and various social and economic levels.
- Excellent interpersonal skills, which include, written, verbal and listening, both in English and Spanish
- Cooperative team player and a desire to help others.
- Knowledge and application of proper telephone etiquette.
- Organized, detail, and tasks oriented.

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- Working knowledge of computer applications including desktop applications and data entry.
- Basic typing skills and the ability to use standard office machines.
- Must provide and maintain a clean traffic abstract and a valid driver's license.
- Ability to pass a Department of Transportation (DOT) physical, and comply with the provisions of MEO's Substance Abuse Policy
- Ability to work varied shifts, which may occasionally include nights and weekends.
- Ability to travel on off-island on occasion.

EDUCATION and/or EXPERIENCE:

- Bachelor's or associate's degree in a related field and documented experience working with the Hispanic community, or equivalent combination of education and experience

LANGUAGE SKILLS:

- Ability to communicate effectively in oral and written English and Spanish.
- Ability to translate written and oral word to and from Spanish/English.
- Ability to read and interpret documents such as contracts and grants
- Ability to write routine reports and correspondence.
- Ability to speak effectively before groups of clients, co-workers and community resources.

MATHEMATICAL SKILLS:

- Ability to add, subtracts, multiply, and divides in all units of measure.

REASONING ABILITY:

- Ability to apply sound judgment to carry out detailed but uninvolved written or oral instructions.
- Ability to deal with problems involving a few concrete variables in standardized situations.
- Ability to interact, relate and have compassion for persons with mental and/or physical disabilities.
- Ability and desire to help those less fortunate.

CERTIFICATES, LICENSES, REGISTRATIONS:

- Valid driver's license and access to an insured vehicle.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is:

- Frequently required to sit; use hands to finger, handle, or feel; and talk or hear.
- Occasionally required to stand, walk, and reach with hands and arms.
- Regularly lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, and ability to adjust focus.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is occasionally:

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- Exposed to moving mechanical parts, fumes or airborne particles, outside weather conditions, and vibration.
- The noise level in the work environment is usually moderate.