

Maui Economic Opportunity, Inc.

Job Description



Job Title: Program Specialist (RAP)
Department: Community Services
Reports To: Chief Program Officer
FLSA Status: Nonexempt
Prepared Date: March 2020
Updated Date: July 2026
Pay Grade: S15

SUMMARY:

Responsible for identifying and assisting families obtain permanent, affordable, market rental units from subsidized and transitional housing. Position will facilitate the rental process and ensure that good tenant/management relations are maintained to ensure long term housing stability.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Interviews clients to determine and verify program eligibility, competencies and ability.
- Conducts outreach to identify eligible families to meet target program objects.
- Develops for each client an Individual Service Plan or Residential Service Plan outlining the specific activities and actions needed to achieve the plan objective for Rental Assistance Programs. Not applicable to non-recurring short term assistance (NRST) program.
- Assists clients in obtaining services by aiding in the completion of application forms and following through on the application process.
- Identifies barriers such as personal and family adjustments, finances, employment, food, clothing, housing, and physical and mental impairments to determine nature and degree of barrier(s).
- Secures information such as medical, psychological, and social factors contributing to client's situation, and evaluates these and client's capacities.
- Assess information collected in interviews and on intake/assessment forms and determines the need for referrals and assistance; and assists clients in obtaining needed social, health and emergency services to include food, shelter, medical, education, and employment and training, etc.
- Refers clients to appropriate government or community resources and other organizations.
- Makes regular contact with client through scheduled visits, email, texts and telephone calls.
- Creates, updates employer and client case record documentation as needed.
- Collects and compiles data and completes reports as needed.
- Receives and disseminates information of interest and/or importance to client.
- May serve as an interpreter or translator.
- Sets up and maintains individual case records, and accesses and records client information.
- Assembles and posts information to various control records and/or reports.
- Provides over the counter and telephone assistance and referrals; gives information regarding program eligibility, and policies and standards.
- May operate a company vehicle for company business.
- Maintains a high level of customer service ensuring that client's needs are met.
- Understands, follows and supports all safety policies and programs.
- Regular attendance.

NONESSENTIAL DUTIES AND RESPONSIBILITIES:

- Performs other duties as assigned.

SUPERVISORY RESPONSIBILITIES:

Maui Economic Opportunity, Inc.

Job Description



- None

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 housing assistance and placement programs, social service agencies and available community resources.
- Working knowledge of completing client assessments, ISP development and implementation, and case management.
- Working knowledge of interviewing techniques and public relations.
- Demonstrate motivational skills, and the ability to direct clients to appropriate resources.
- Ability to record and maintain accurate case notes documenting client encounters and results of client contact meetings.
- 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.
- Cooperative team player and a desire to help others.
- Knowledge and application of proper telephone etiquette.
- Organized, detail, and tasks oriented.
- 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 work varied shifts, which may occasionally include nights and weekends.

EDUCATION and/or EXPERIENCE:

- Associate's degree from two college or university in Human Services or a related field, or equivalent combination of education and experience.

LANGUAGE SKILLS:

- Ability to read and interpret documents such as individual service plans, contracts and grants.
- Ability to write individual service plans, routine reports and correspondence.
- Ability to speak effectively before groups of clients, co-workers and community resources.
- Bilingual preferred.

MATHEMATICAL SKILLS:

- Ability to add, subtract, multiply, and divide in all units of measure.

REASONING ABILITY:

- Ability to apply sound judgment to carry out instructions furnished in written, oral, or diagram form.
 - Ability to deal with problems involving several 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.
-

Maui Economic Opportunity, Inc.

Job Description



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