

Maui Economic Opportunity, Inc.

Job Description



Job Title: Program Specialist (BEST)
Department: Community Services
Reports To: Program Coordinator (BEST)
FLSA Status: Nonexempt
Prepared Date: December 2002
Updated Date: April 2026
Pay Grade: S15

SUMMARY:

Coordinates, facilitates, leads and supports BEST program and activities. Provides case management support services, and develops, maintains and implements Individual Service Plans (ISP) for currently and previously incarcerated males and females and/or paroled individuals. This position regularly works with Maui Community Correctional Center, and the Community Services department across lines of specialty, and supports the BEST Program Coordinator, the BEST program, and Community Services operations.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Ensures BEST program objectives and outcomes are achieved, and client satisfaction is met or exceeded. Ensures BEST community service objectives are completed in a timely manner and within funding limitations.
- Conducts outreach within the prison to identify and enroll eligible clients.
- Interviews potential clients and gathers all necessary enrollment information.
- Assesses information collected in interviews and on intake/assessment forms and determines the need for referrals, services, and assistance.
- Assists clients in obtaining services by aiding in the completion of application forms and following through on the application and referral process.
- Makes client referrals to appropriate agencies and services.
- Provides or secures client support services such transportation, rental, medical, educational, employment, housing, childcare, counseling, income maintenance, and food.
- Recruits potential employers to act as host employers by phone or in-person.
- Posts job listings on Job Posting board and makes available to all clients.
- Assists clients with job application process.
- Provides support to ensure consistent and appropriate handling of employment matters.
- Assists with the coordination and execution of On the Job Training contracts with prospective employers.
- Manages cases, documents, collects data, and makes regular contact with clients through scheduled visits and telephone calls.
- Maintains appropriate client boundaries and confidentiality.
- Assists program staff with various administrative duties to support the program.
- Compiles records and prepares reports as assigned.
- Attends various meetings as assigned.
- Operates a company vehicle for company business.
- Regular attendance.

NONESSENTIAL DUTIES AND RESPONSIBILITIES:

- Performs other duties as assigned.

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SUPERVISORY RESPONSIBILITIES:

Works hand in hand with other BEST Case Managers. Oversees BEST program in absence of BEST Program Coordinator.

QUALIFICATIONS:

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

- Working knowledge of case management and ISP development and implementation.
- Working knowledge of interviewing techniques and public relations.
- Working knowledge of the causes and effects of incarceration.
- Working knowledge private nonprofit social services and available community resources.
- Working knowledge of community history, traditions and beliefs.
- Ability to work successfully with incarcerated and/or paroled individuals
- Understanding and knowledge of the Hawaii Correctional system.
- Understands and relates to diverse cultural backgrounds and various social and economic levels.
- Excellent interpersonal skills, which includes, written, verbal and listening.
- Ability to establish working relationships with appropriate community agencies.
- Cooperative team player and a desire to help others.
- Knowledge and application of proper telephone etiquette.
- Organized, detail and tasks oriented.
- Ability to manage many projects at a given time, meet deadlines and prioritize workload.
- Working knowledge of basic 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 off-island on occasion.

EDUCATION and/or EXPERIENCE:

- Associate's degree in a related field and case management experience, 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, reports and correspondence.
- Ability to speak effectively before groups of clients, co-workers and community resources.

MATHEMATICAL SKILLS:

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

REASONING ABILITY:

- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.

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- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- 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 of the job. 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 of the job. 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.