



connections
FOR THE HOMELESS

2121 Dewey Avenue
Evanston, IL 60201
847.475.7070

JOB DESCRIPTION

PROGRAM OPERATIONS SPECIALIST

FLSA Status: Non-Exempt

Summary of Position: The Program Operations Specialist supports the overall operation of the Community Programs, specifically the drop-in and shelter programs.

Specific Duties:

Program-related

- Assist participants with accessing basic needs, including clothes, food, hygiene products, etc
- Verbally de-escalate situations with and between participants
- Ensure that the environment is safe and community-oriented by helping the participants adhere to general and program-specific rules
- Engage and collaborate with participants to explore their case management needs and make appropriate referrals
- Collaborate with case managers and other program staff (i.e., program manager, nurse, behavioral health specialist) to create and implement service plans to ensure coordination of care for participants
- Develop an environment of community and respect among our participants by actively partnering with them to address barriers to success in their pursuit of housing
- Enter appropriate data, relevant to service provided, into designated systems such as HMIS and SmartSheets

General

- Arrive on time and prepared for shift; Complete assignments and tasks thoroughly and in a timely manner
- Attend and participate in meetings and trainings as expected and required by the agency, including regular supervision and team meetings; daily check in and debriefs; agency meetings; multi-

disciplinary case consultation meetings; and internal and external trainings

- Ensure the maintenance of a clean environment, both in general communal areas and individual participant rooms
- Develop and maintain strong and professional relationships with fellow staff and participants through effective, and cross-functional, communication and collaboration
- Adhere to the Core Values and Code of Conduct for Connections for the Homeless
- Available to work all shifts and holidays as assigned

The following qualifications are requirements for the position:

- High school diploma or equivalent experience
- At least one year of professional experience in a behavioral health or social service setting
- Computer literacy in Microsoft Word and Excel and in client database usage

The following qualifications are highly desirable:

- Self-starter with the ability to multi-task and think creatively

Other requirements:

- Able to work independently and with diverse populations
- Effective speaking, writing, and interpersonal skills
- Remain on Organization premises during breaks/meal periods and until their replacement arrives, when necessary
- Ability to lift and move up to 50 pounds and stand for extended periods of time
- Must submit to a criminal background check and submit to, or provide evidence of, a recent test for tuberculosis

Reports to: Operations Manager – Community Programs

September, 2020