



Title: Program Specialist
Department: Youth Programs
Pay Range: \$19/hour

FLSA Status: Non-Exempt
Reports to: Program Supervisor

Position Summary: Responsible for the day-to-day care of program clients/residents and their children, if applicable. May include low threshold overnight shelter, interim (120) program, or transitional living program. Responsible for maintaining a safe and secure environment, modeling positive behaviors, coaching around decision making, and working closely with case management to reinforce case plan.

General Purpose: Promote and maintain The Night Ministry's mission to serve homeless clients age 14-24 and their children, if applicable.

Position Responsibilities:

- Complete initial intakes with new residents on the day of arrival; complete all paperwork.
- Attending all weekly staff meetings and mandatory training.
- Accurate and timely data entry in Efforts to Outcomes (ETO).
- Record in log daily activities, progress and other significant issues for residents occurring on each shift: be available to update workers arriving to work following shift; review log at start of each shift carefully.
- Promptly greet visitors and callers; refer and assist as necessary, in a professional manner.
- Supervise, direct, and ensure that all Night Ministry policies and procedures, as well as "house rules," are applied and always maintained.
- Direct and assist residents with basic life skills development for themselves and their children, if applicable (personal hygiene, cleaning of rooms and entire facility, cooking, laundry, childcare, etc.).
- Arrange for residents' transportation to various appointments and activities; may drive company vehicle if prior approval is obtained.
- Always ensure residents' safety and well-being; report all unusual incidents, rule infractions, emergencies, and any visits by outside agencies (such as police, fire, DCFS) to on-call supervisor promptly.
- Provide the best possible service for residents. Be aware of conditions and offer ways to improve upon operation of the facility and agency.
- Display qualities of consistency, fair-play, firm but kind control (such as, supporting the resident while approving or disproving of their behavior), clear boundary-setting, tolerance, flexibility, and professional demeanor.
- Coordinate work responsibilities with volunteers, informing case management or volunteer coordinator when any questions or issues arise.
- Inform case management and Program Supervisor of any issues with residents promptly, either written or verbally.
- Instruct residents in monthly fire drill (emergency) procedure.
- Make referrals to other shelters, institutions, or organizations as necessary.
- Special tasks and projects as assigned; may include field trips to various locations (such as museum visits, athletic activities) as assigned.
- Responsible to check employee mailbox regularly for any notices, updates, communications distributed in that manner.
- Regularly attend all staff meetings.
- Attending special training as required.

Essential skills and experience:

- Program Specialist must fully align with TNM's strategy and mission, showcasing leadership, coaching, and donor management skills.



Title: Program Specialist
Department: Youth Programs
Pay Range: \$19/hour

FLSA Status: Non-Exempt
Reports to: Program Supervisor

- High School diploma or equivalent required.
- At least 1 years' experience working with at risk youth, must be recent (Volunteer experience counts).
- Crisis intervention training a plus.
- Ability to pass DCFS licensing requirements.
- Current driver's license and proof of insurability.
- First aid/CPR training a plus.

Qualifications:

- Must present a positive role model through attitude, behavior, and appearance.
- Must react quickly and exhibit good judgment in emergency or stressful situations.
- Must take every opportunity to interact with residents and their children.
- Must work cooperatively with TNM staff and volunteers.
- Excellent interpersonal skills; able to interact comfortably with diverse populations.
- Successful completion of TNM Foundations Training within six (6) months of hire
- Completion of First Aid/CPR Certification (within two years)
- Completion of crisis intervention training (within two years)
- Completion and maintenance of Mandated Reporter certificate

Direct Reports: No direct reports.

Physical Demands and Work Environment: The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- *Physical Demands:* While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle or feel objects, tools or controls; climb stairs; crouch, or crawl; talk or hear; taste or smell. The employee must occasionally drive an automobile; and lift and/or move 20 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.
- *Work environment:* While performing the duties of this job, the employee is exposed to weather conditions prevalent at the time. The noise level in the work environment is usually moderate but may vary at the different locations required in this job.