



<b>POSITION:</b> Program Specialist	<b>REPORTS TO:</b> Program Manager
<b>CLASSIFICATION:</b> FT – Non-Exempt	<b>PROGRAM:</b> Florida Nonprofit Housing

**Position Summary:**

We are seeking a dedicated and passionate Program Specialist who will be responsible for coordinating, managing, and delivering services to individuals and families seeking assistance through grant-based emergency rental assistance programs and weatherization services (MSFWS programs). The role will involve direct client interactions, intake assessments, eligibility confirmation, case management, and follow-up services to ensure that clients receive the appropriate resources in a timely and efficient manner. The Program Specialist will work closely with community partners and internal team to ensure comprehensive support is provided to clients in need.

**Key Responsibilities:**

**1. Client Engagement & Referral:**

- Assist individuals and households in understanding program requirements and facilitate the application process.
- Conduct intake interviews with clients to assess housing needs, financial situations, and eligibility for emergency rental assistance and weatherization programs.
- Develop and implement personalized service plans that outline client needs, goals, and timelines.
- Follow up with clients to ensure they have completed required documentation and understand the next steps in the process.
- Provide ongoing case management services, ensuring that clients have access to the resources they need and that barriers to assistance are addressed.
- Follow up with clients to monitor progress, ensure service delivery, and resolve any issues that may arise during the assistance process.

## 2. Collaboration & Coordination:

- Work closely with program staff to ensure that outreach efforts are aligned with program goals and targets.
- Participate in regular team meetings to provide updates on outreach activities and client feedback.

## 3. Data Collection & Reporting:

- Maintain accurate records of case file and program documentation.
- Track client interactions and maintain a database of contacts to ensure that follow-up actions are taken and documented properly.
- Provide regular reports to the Program Manager regarding efforts, successes, challenges, and recommendations for improvement.

## 4. Client Support & Assistance:

- Provide personalized assistance to clients in answering any questions, and ensuring they understand the eligibility requirements and process.
- Help clients access additional resources or services as needed.

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### Qualifications:

- **Education:** High school diploma or equivalent required; Associate's degree or higher in Social Work, Community Outreach, or related field preferred.
- **Experience:**
  - Minimum of 2 years of experience in social services.
  - Experience working in housing programs, social services, or community-based organizations is a plus.
- **Skills:**
  - Strong communication and interpersonal skills with the ability to connect with a diverse range of community members.
  - Strong organizational skills and the ability to manage multiple program efforts simultaneously.
  - Proficiency in using Microsoft Office and data tracking tools.
  - Ability to work independently and as part of a collaborative team.

- Bilingual English-Spanish (Trilingual Créole a plus)
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**Physical Requirements:**

- Travel within the community required.

**Salary:** \$35,000 annually