

NeighborWorks Housing Solutions
POSITION DESCRIPTION

Position Title: SSP Program Specialist

Department: Rental Assistance

General Purpose: The primary function of this position is to enroll Massachusetts Rental Voucher Program participants into the State Self Sufficiency program. The SSP Program Specialist, through client centered coaching, assists the SSP family in completing established goals on the Contract of Participation, helping them move toward successful SSP graduation.

Essential Functions

- Create awareness and interest in the SSP program by conducting ongoing outreach and recruitment.
- Recruit potential participants. Provide orientation, screening, intake and assessment to determine program participants.
- Create a five-year Contract of Participation with each family that reflects their goals for self-sufficiency; including education, money management, employment and training goals that meets DHCD and HUD requirements.
- Develop ongoing working relationships through client contact.
- Form strong partnerships with local service providers, ESOL/adult education programs, training programs, employers, and community colleges and certificate programs for SSP families.
- Work closely with other departments and programs in the organization to cross promote opportunities for all SSP families.
- Maintain complete and accurate records in accordance with program guidelines.
- Track the participant's success through regular entries in DHCD SSP -Data Collection Tool.
- Supervises and participates in the preparation and maintenance of program materials, reports and records such as assessments, financial records, activity reports, and case management records.
- Attend SSP committee(s) and DHCD meetings that relate to the administration of the SSP functions.
- Help facilitate and organize scheduled peer group meetings.
- Plan or support several community events each year that promote resident engagement and learning, including workshops on relevant themes such as financial literacy and end-of-program celebrations.
- Travel to community colleges, local libraries, community meetings, and other NHS offices as required.

- Perform other similar duties as required or requested by supervisor.

Interaction:

Support relationships between NeighborWorks Housing Solutions and its constituent population by demonstrating courteous and cooperative behavior when interacting with clients, visitors, government agencies, and staff.

Qualifications:

- BA or BS in Social Work or related field or equivalent of three years of experience within social services field particularly working with youth.
- Valid driver's license.
- Demonstrated experience with low-income adults; program coordination; group facilitation.
- Proficiency with Microsoft Office and Google suite.
- Demonstrated knowledge of local employment, training, and postsecondary and adult education resources; familiarity with Bristol and Plymouth counties is a plus; motivational interviewing, coaching, and/or principles of adult learning.
- Demonstrated ability to: plan, organize, and direct activities and services; to communicate effectively, both orally and in writing; establish collaborative and effective professional relationship with participants and colleagues of diverse backgrounds, including English learners; solicit, receive, and grow from feedback; manage competing priorities.
- Demonstrated characteristics: sensitivity to the needs of low-income households and culturally diverse participants along with an unwavering belief in their capacity to define and reach their personal visions; initiative and resourcefulness; interest in serving long-term with program; physical condition commensurate with program demands.

Physical Demands/Working Conditions:

Requires prolonged sitting, some bending, stooping, and stretching. Requires ability to regularly lift up to 25 pounds. Requires eye-hand coordination and manual dexterity sufficient to operate a keyboard, photocopier, telephone, calculator, and other office equipment. Work is performed in an office environment.

To apply:

Please send resume to:

jnickerson@nhsmass.org