



Program Specialist

Position Description:

The Program Specialist provides intervention services to support the healing of families, individuals, and children that have experienced domestic violence, sexual assault, and the aftermath of such victimizations, including human trafficking and youth homelessness. These services may include but are not limited to crisis intervention; support services, including peer counseling, educational classes, support groups, and case management; and after-care services. Program Specialists work directly with Program Managers or Coordinators to ensure effective interventions for client cases and/or to address obstacles and barriers clients may be facing. Program Specialist may focus on one area of responsibilities, based on community and program needs and contract/funding source requirements.

Duties/Responsibilities:

Direct Services

- Peer counseling: provide quality, trauma-informed psycho-education, and intervention, in a one-to-one setting, to meet client needs; services may occur in-person, via telephone or teleconferencing, via incoming 24-hour helpline calls; etc.
- Advocacy: Provide quality, trauma-informed advocacy to support client needs; services may include assistance with temporary restraining orders, accompanying clients to access other community resources, court accompaniment, etc.
- Case Management: provide quality, trauma-informed approaches to support clients in the development and accomplishments of goals to sustain individual and family needs; may include linking client to peer counseling, groups and/or educational instruction, and other community resources to address housing, food insecurity, employment and/or finances, etc.
- Group/Class Facilitation: provide quality, trauma-informed psycho-education and intervention, in a group setting, to meet client needs; service delivery varies depending upon both client and program/contract needs.
- Community Engagement: represent the agency at internal and external events including, but not limited to, program partnerships, funder/contract reporting meetings, multi-disciplinary team meetings, etc.; may provide educational presentations to a variety of community-based organizations and/or partners.
- Shelter: role model day-to-day living skills including, but not limited to, meal preparation, laundry, housekeeping, and other appropriate habits; provide supervision to clients in the shelter; ensure appropriate shelter conditions including, but not limited to, cleanliness and supplies; ensure appropriate implementation of shelter procedures and/or any licensing regulations. Participate in staff rotation of back-up shift coverages.



Administrative

- Executes comprehensive and detailed documentation, and performs other administrative tasks, as necessary, to support both program operations and role responsibilities.

Required Skills/Abilities:

- Must support WCYFS mission and be dedicated to eliminating domestic violence, sexual assault, human trafficking, and youth homelessness, in addition to supporting the fundamental values of both feminism and the social work profession, including the worth, dignity, and uniqueness of all persons as well as their rights and opportunities.
- Ability to work effectively with individuals from diverse backgrounds and cultures, and awareness of and sensitivity to the cultures represented in San Joaquin County.
- Ability to productively work both autonomously and as a team member.
- Complex Problem Solving identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
- Excellent verbal and written communication skills.
- Excellent interpersonal and customer service skills.
- Excellent organizational skills and attention to detail.
- Excellent time management skills with a proven ability to meet deadlines.
- Strong analytical and problem-solving skills.
- Strong supervisory and leadership skills.
- Ability to function well in a high-paced and, at times, stressful environment.
- Proficient with Microsoft Office Suite or related software.
- Ability to effectively communicate and work with key stakeholders, including but not limited to government partners, community and individual supporters, executive leadership, and Board of Directors.

Education and Experience:

- Associates Degree in related field preferred.
- At least two years of related experience preferred.
- Fingerprint clearance is required.
- Reliable transportation, valid California Driver's License, and proof of insurance.

Physical Requirements:

- Prolonged periods of sitting at a desk and working on a computer.
- Must be able to lift to 25 pounds at times.
- Must be able to ascend and descend up to three flights of stairs throughout a typical workday.



About Employer:

WCYFS is an equal opportunity employer and hires and promotes employees regardless of race, color, religion, religious creed (including religious dress and grooming practices), national origin, ancestry, citizenship, physical or mental disability, medical condition (including cancer and genetic characteristics), genetic information, marital status, sex (including pregnancy, childbirth, breastfeeding, or related medical conditions), gender, gender identity, gender expression, age, sexual orientation, veteran and/or military status, protected medical leaves (requesting or approved for leave under the Family and Medical Leave Act or the California Family Rights Act), domestic violence victim status, political affiliation, and any other status protected by state or federal law. WCYFS strives to be culturally competent, responding respectfully and effectively to people of all cultures, classes, races, ethnic backgrounds, and religions in a manner that recognizes, affirms, and values the cultural differences and similarities and the worth of individuals, families, and communities and protects and preserves the dignity of each person.

Additionally, WCYFS is an at-will employer. Employees and the agency itself are free to terminate employment status at any time, with or without reason. Although WCYFS may choose to terminate employment for cause, the cause is not required.

WCYFS is a highly established nonprofit organization funded by a variety of federal, state and local government agencies, foundation grants and individual supporters. The continuation of programs, and therefore employment positions, may be contingent upon continued receipt of these or alternative funding sources.

Position Summary:

Title: Program Specialist
Department: TBD
Status: Full-Time/ Exempt
Reports to: Program Coordinator
Salary: \$15.00 – \$17.00/Hourly