

## **POSITION DESCRIPTION**

**Position:** HMIS/ Administrative Specialist  
**Program:** Supportive Services for Veteran Families (SSVF)      **Status:** Non-Exempt  
**Reports to:** Program Director      **Created:** 01/2021

### **POSITION SUMMARY:**

This position is responsible for enrollments and exits of the Supportive Services for Veteran Families (SSVF) Program and assist with eligibility for financial assistance, provide resources and referrals. This position sustains quality relationships with all clients to insure prompt completions and pre- approval of applications.

### **OBJECTIVES/ACTIVITIES:**

- A. Responsible for performing daily work requirements to achieve established objectives of the department.
  - 1. Provide screening records and client services in compliance with Volunteers of America policies and the Veterans Administration SSVF Regulatory and Funding requirements.
  - 2. Maintain positive interactions with applicants, VA staff and other agencies.
  - 3. Assist in the maintenance of applicant files which will include personal information.
    - a. Identification, birth certificates, criminal background results, income status, credit history
    - b. Homeless certification
    - c. Military discharge status, employment history, family composition and all other eligibility data
    - d. Conduct telephone screenings to target the veterans most likely to be eligible for SSVF.
    - e. Provide timely feedback to prospective applicants.
  - 4. Knowledge of available Veteran resources in all counties we serve.
  - 5. Perform clerical activities including reception duties, greeting the public, answering telephone, typing, filing, copying, and maintaining spread sheets, data collection, and mail distribution.
  - 6. Establish and maintain files, records and statistical data.
  - 7. Assist in maintenance of mailing lists and any document distribution.
  - 8. Assist with maintaining outreach inventory supply and outreach closet.
  - 9. Assist with maintaining inventory of all SSVF/staff templates in copy room.
  - 10. Assist with maintaining vendor resource notebook, update with purchase orders, account numbers, contact info.
  - 11. Perform other duties as assigned by Program Director or designated lead.
- B. Responsible for all data input into HMIS.
  - 1. Ensure all enrollments/exits are entered into HMIS as they are accepted/discharged into or out of the program.
  - 2. Run weekly reports to correct any data errors.
  - 3. Track all rents paid for clients and follow up on check requests.
  - 4. Maintain a record on all check requests.
- C. Responsible for assistance with client development.
  - 1. Assure a safe, non-judgmental environment for all clients.
  - 2. Maintain positive, professional, relationships with clients and staff.
  - 3. Participate in agency training sessions.

D. Assist SSVF front office.

1. Answer all phone calls to intake line and check messages throughout the scheduled workday.
2. Complete prevention threshold screening form.
3. Schedule intake appointments on Google calendar.
4. Follow up on all pending files for outstanding documents for potential SSVF clients.
5. Assist with file organization; create files for all accepted veterans and exit files each month and file in appropriate file cabinet.

E. Responsible for self-development.

1. Continually learn and enhance technical and interpersonal skills.
2. Attend staff meetings/assigned training and complete required certifications, i.e., CPR, First Aid, etc.

**EDUCATION AND EXPERIENCE:**

This position requires the ability to provide services to clients without ethnic or social prejudices and a working knowledge of SSVF eligibility requirements. Knowledge and experience with the low-income population and experience in the social services field preferred. Excellent computer skills and ability to manage data is necessary. CPR/First Aid certification is required within 90 days of employment, re-certification as necessary and T.B. testing annually. Valid California driver license and ability to meet organizations insurance carrier guidelines required.

**SPECIFIC SKILLS REQUIRED:**

Strong computer skills (excel, word, drop box, google calendar)

Teamwork skills

Detailed oriented

Oral and written communication skills

Ability to assist other people

Organizational skills

Analytical and decision-making ability

**PHYSICAL REQUIREMENTS:**

Lift and move up to 25 pounds.

Stand, walk, bend, stoop, and sit frequently.

Ability to climb stairs as needed.

Kneel occasionally.

**NATURE OF SUPERVISION RECEIVED:**

Daily activities are many times performed independently with accessible guidance and direction from the Program Director or designated lead. Must be able to function both independently and in a team environment working towards attainment of operational goals and contract compliance.

**SUPERVISION EXERCISED:**

This position does not supervise others.

**RESPONSIBILITIES FOR BUSINESS CONTACTS:**

This position requires daily contact with business entities, clients, and all levels of staff. This position is responsible for promoting company image and adhering to company practices and procedures, while establishing and maintaining good working relationships with all clients. Tact, discretion, and resourcefulness are required at all times.

**FINANCIAL RESPONSIBILITY:**

No financial responsibility.

**NUMBER OF EMPLOYEES:**

No employees report to this position.

**This HMIS/Administrative Specialist job description does not constitute a written or implied contract and may be changed as business needs arise.**

Indicate anything that would keep you from meeting the job duties as outlined above.

---

---

---

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_