

Gainesville Housing Authority

JTEP Specialist

Job Description

SUPERVISION RECEIVED:

The JTEP Specialist shall work under the direct supervision of the Job Training & Entrepreneurial Program Director and the indirect supervision of the Executive Director and the Deputy Director.

SUPERVISION EXERCISED:

None.

POSITION CLASSIFICATION:

Non-Exempt.

POSITION SUMMARY:

This position requires building relationships with and motivating Gainesville Housing Authority residents to foster and empower economic and educational opportunities and family self-sufficiency. The JTEP specialist will work directly with residents to connect them with self-sufficiency opportunities, community resources, and plan events that will increase their exposure to opportunities. The JTEP Coordinator will also provide support to the GHA's community centers and establish and maintain public/private partnerships that will support the success of residents. The JTEP specialist will work with adults, teens, and children in GHA's communities while supporting the mission and the vision established by the Authority's Board of Commissioners and the Executive Director.

The statements contained herein reflect general details as necessary to describe the principal functions of this job, the level of knowledge and the skill typically required, and the scope of responsibility, but this should not be considered as all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absences, to equalize peak work periods, or otherwise balance the workload.

POSITION RESPONSIBILITIES:

- a. Plan, coordinate, and attend special events, programs and field trips to increase the exposure of teens and children to opportunities that will inspire success.

- b. Motivate GHA program residents and foster relationships which build rapport and resident/participant buy-in.
- c. Works with the family and JTEP Director to develop an action plan to obtain family self-sufficiency goals.
- d. Provides guidance, advocacy and referrals that facilitate the participants' transition to economic and family self-sufficiency.
- e. Assist with marketing and outreach for the JTEP to increase program awareness, program marketing, and program utilization.
- f. Assist with obtaining MOUS and MOAs from private and public partners.
- g. Assists with sharing success stories internally and externally.
- h. Assist in departmental and company events.
- i. Assist with data collection to increase program knowledge, development and information sharing.
- j. Assists participants with financial literacy.
- k. Flexible hours are required and include occasional evening and weekend work.
- l. Attend appropriate internal and external meetings, events and networking meetings, job fairs, small business expos, etc.
- m. Maintain accurate and confidential individual files and records in a professional context.
- n. Shall perform any other duties as assigned by Management.

REQUIRED EDUCATION AND EXPERIENCE:

- A Bachelor's degree in Social Work, Psychology or Counseling; or equivalent combination of training and experience.
- Three years of experience in social service delivery with family population.
- Experience working with diverse population.
- This position is safety sensitive and as such requires pre-employment drug screening and background check.
- A valid Florida's Driver's license is required and must be maintained throughout period of employment.

KNOWLEDGE, SKILLS AND ABILITIES:

- Supportive services and other resources in the community.
- Organizational and management practices as applied to the analysis and evaluation of programs.
- Experience working simultaneously on multiple projects.
- Proficiency in the operation of a personal computer, printer, photocopier and fax machine.
- Skilled using Outlook, Word, Excel, and Internet.
- Strong communication and customer service skills.
- Must be able to communicate and handle a diverse population of people.

COMPETENCIES:

To perform the job successfully, an individual should demonstrate the following competencies:

- **ETHICS**- Treats people with respect; keeps commitments; inspires the trust of others, works with integrity and ethically; upholds organizational values.
- **PROBLEM SOLVING** – Works well in group problem solving situations; uses reason even when dealing with emotional topics.
- **CUSTOMER SERVICE**- Manages difficult or emotional customer situations; responds promptly to customer needs, solicits customer feedback to improve service; responds to request for service and assistance, meets commitments.
- **INTERPERSONAL SKILLS** - Focuses on solving conflict, not blame; maintains confidentiality; listens to others without interrupting; keeps emotions under control remain open to others' ideas and tries new things.
- **ORAL COMMUNICATION** – Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions, demonstrates group presentation skills; participates in meetings.
- **WRITTEN COMMUNICATION**- Writes clearly and informatively; edits work for spelling and grammar; varies writing style to meet needs; presents numerical data effectively; able to read and interpret written information.
- **TEAMWORK** – Gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interest; supports everyone's effort to succeed.
- **ORGANIZATIONAL SUPPORT** - Follows policies and procedures; completes administrative tasks correctly and on time; supports organization's goals and values; benefits organizations through outside activities, supports affirmative action and respects diversity.
- **JUDGEMENT** – Displays willingness to make decisions; exhibits sound and accurate judgement; supports and explains reasoning for decisions; includes appropriate people in decision-making process; makes timely decisions.
- **PROFESSIONALISM** – Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position, accepts responsibility for own actions; follows through on commitments.
- **ADAPTABILITY**- Adapts to changes in the work environment; manages competing demands; change approach or method to best fit the situation; able to deal with frequent change, delays, or unexpected events.
- **ATTENDANCE/PUNCTUALITY** - Is consistently at work and on time; ensures work responsibilities are covered when absent; arrives at meetings and appointments on time.

- **DEPENDABILITY** – Follows instructions, responds to management direction; takes responsibility for own actions; keeps commitments; commits to long hours of work when necessary to reach goals; completes tasks on time or notifies appropriate person with an alternate plan.
- **INITIATIVE** – Volunteers readily; undertake self-development activities; seeks increased responsibilities; takes independent actions calculated risks; looks for and take advantage of opportunities; asks for and offers help when needed.

Employee's Signature _____ Date _____

Supervisor's Signature _____ Date _____

