



Homeless Services Network of Central Florida (HSN) Position Description

Position: HOPWA Operations Specialist/Grants Assistant

Department: Grants/Programs
Supervised By: Deputy Director for Programs & Budget or Designee
Supervises: None
FLSA Status: Exempt/Regular/Full-Time
Effective Date: 1 November 2018

Position Summary

The HOPWA Operations Specialist and Grants Assistant (HOSGA) is responsible for assisting with the administration of grants received from funders and sub-grants to recipient provider agencies, with a particular emphasis on the oversight of the partnership between HOPWA, Ryan White, and the Central Florida Continuum of Care (CoC FL-507). It is anticipated that these HOPWA oversight responsibilities will absorb between half and three-quarters of the time to be invested in the position.

The HOSGA will work diligently with all agencies to ensure that people living with AIDS and experiencing a housing crisis are connected to health and housing services quickly. The HOSGA will be responsible for all financial management of the HOPWA grant and oversight of those case managers conducting the supportive services to maintain housing stability for all clients.

The HOSGA's primary duties will include:

- Coordination of services with HOPWA case management agencies and providers of outreach services
- Communication of and coordination with HOPWA case managers to promote positive housing outcomes
- Maintenance of familiarity with and performance of all housing-related and data entry activities, in compliance with HOPWA grant, contract, and billing requirements
- Completion of monthly reporting to HOPWA and other funders
- Completion of HOPWA-related billing duties
- Completion of required data entry into Provide Enterprise (PE) and Homeless Management Information System (HMIS)
- Provision of multi-faceted support to HSN's grants administration efforts generally.

Skills and Abilities

The ability to work with minimal supervision and exercise good judgement; strong verbal and written communication skills; data management and problem-solving skills; the ability to handle multiple tasks and manage competing demands; critical thinking, problem solving and interpersonal skills; and

proficient office computing skills are required. Strong budgeting, billing, and accounting skills are a must.

Essential Duties and Responsibilities

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily and to balance performance of HOPWA-related and non-HOPWA-related responsibilities. Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions, which include, but may not be limited to the following:

HOPWA-Related Responsibilities:

1. Enter eligibility data in a timely fashion to ensure continuing participant eligibility.
2. Work with Ryan White Team to provide participant with health services and update eligibility assessments every 6 months.
3. Work with Housing Team on Landlord relations when participant issues may arise
4. Work with Housing Team to ensure rent reasonableness determinations, housing quality standards, and utility allowances are completed in compliance with HOPWA regulations and Orange County policies.
5. Update annual year-end assessments on all HOPWA participants.
6. Enter all payment requests for monthly rental assistance, utility assistance, housing placement assistance, and emergency housing assistance into PE and track budget of spending.
7. Coordinate care plans with clients' Housing Stability Case Managers and be available to give system-wide insight.
8. Serve as a mediator between case managers and HOPWA participants to quickly find solutions to problems when needed.
9. Complete HMIS and PE training and demonstrate competency with all client data management tools
10. Maintain timely invoicing, check requests, monthly and quarterly reporting and billing, etc.
11. Communicate critical information with HOPWA partner agencies and the Coordinated Entry System.
12. Maintain complete and accurate documentation of all data required for grant and contract reporting objectives and outcomes in accordance with requirements of all assigned grant programs.

General Grants-Related Responsibilities:

13. Maintain electronic files related to all aspects of the grants cycle for all assigned grants, including but not limited to: grant application materials, grant agreements and disbursements, correspondence with sub-recipients and program staff materials.
14. Maintain routine correspondence with sub-recipients and other stakeholders in the grant administration process.
15. Support the oversight and monitoring of all assigned grant programs.
16. Provide data generated from all assigned grant programs for the creation and submission of grant proposals.
17. Support contracts management activities for sub-recipients of all assigned grant programs.
18. Serve as a liaison between HSN divisions and sub-recipients for assigned grant programs.
19. Maintain familiarity with and assist with coordination of trainings on assigned grant programs.
20. Maintain complete and accurate documentation of all data required for grant and contract reporting objectives and outcomes in accordance with funding sources for all assigned grant programs.

Other Responsibilities:

21. Participate in staff meetings and training as directed.

22. Employ a teamwork approach and display a positive attitude toward fellow associates.
23. Practice effective time-management and communications skills.
24. Perform other duties as assigned.

Education and Experience

Candidates for the position must have:

- A Bachelor's degree in Public Administration, Accounting, or a related field;
- An Associate's degree in any of the above fields, with two (2) years of directly related experience; or
- A Bachelor's degree in Human Services, Social Work or a related field, with two (2) years of experience in program administration.

Training and experience in accounting, finance, or operations is preferred, as is experience with data analysis and report creation. Training in the Housing First model, trauma-informed care, and/or motivational interviewing is a plus.

Qualifications and Requirements

- Demonstrated passion about HSN's mission with the ability to promote and communicate HSN's philosophy, mission and values to external and internal stakeholders.
- Proficient in MS Office (Word, PowerPoint and Excel) and computer usage to include email, internet and presentations.
- Experience with providing services to the homeless population preferred.
- Bilingual is preferred.

Certificates, Licenses, Registrations

- Hold a valid driver license in accordance with HSN's Motor Vehicle Policy
- Ability to use one's personal vehicle for daily duties with reimbursement.

Physical Demands

While performing the duties of this job, the employee is regularly required to communicate in person or by telephone. The employee is frequently required to stand, walk and bend; to use his or her hands to finger, handle or feel objects, tools or controls; and to reach with his or her hands and arms. The employee must also be able to sit for extended periods of time. The employee must occasionally lift and/or move object weighing up to 40 pounds.

Work Environment

The position involves attention to detail and extensive organizational skills. The employee will work as part of a team as well as interface with clients, agencies and funders. The employee will spend significant portions of time in the field as well as in an office setting. The employee will likely encounter and be expected to address challenges associated with clients' experiences with long-term homelessness, mental health and substance abuse concerns, and other barriers to obtaining decent, affordable housing.

Conditions of Employment

- Provision of satisfactory references and completion of background investigation check
- Completion of a pre-employment drug screening as well as post-employment drug or alcohol tests upon reasonable suspicion of use
- Demonstrated computer literacy, which may be assessed through pre-employment testing.
- Completion of HSN new employee orientation and ALL required paperwork prior to reporting to work
- Compliance with all HSN Policies and Procedures.

Salary \$36,000 - \$40,000 + benefits

This job description is not intended to provide, and should not be construed as providing, an exhaustive list of all responsibilities, skills, efforts or working conditions associated with a job. They are meant to be accurate reflections of the principal job elements essential for making fair and informed decisions about the job. Veterans and formerly homeless individuals are encouraged to apply.

Please send all resumes and cover letters to Greg.Mellowe@hsncfl.org with the subject line: HOS Position

Homeless Services Network of Central Florida [HSN] provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, HSN complies with applicable state and local laws governing nondiscrimination in employment. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.
