

Haven House Services Job Description

Title: RCS Program Specialist	FLSA Status: Exempt	Employment Status: Full-time
Reports To: Director	Department: Intervention Programs	Last Evaluated: 1/22/2020
Location: Main office	Supervisory Responsibilities: Team Leaders and interns	
<p>Summary Works with the Community Service and Restitution Specialists to coordinate community service opportunities in coordination with Juvenile Court, Teen Court and the Wake Teen Diversion Program. Supports youth families and victims through the restitution process. Supervises direct care staff and interns as well as performs administrative tasks supporting program operations in accordance with JCPC policies.</p>		
<p>Specific position duties and responsibilities:</p> <ul style="list-style-type: none"> • Schedules and completes intake interviews with youth and their families. Monitors and tracks client progress, ensuring that youth, families, and all relevant stakeholders are kept informed as appropriate and in accordance with program policy • Provides oversight of referrals, victim correspondence, orders, diversion contracts and ADA deferral agreements. • Represents the program in juvenile court, facilitating all communication during court proceedings related to youth program participation • Provides administrative support to community service work groups • Supervises Team Leaders and university-based interns • Maintains knowledge of community resources in order to provide appropriate referrals for clients and their families. • Keeps accurate documentation of youth program participation, including preparing weekly court memos to juvenile court staff • Transports youth to and from program activities as assigned • Complies with all record management requirements • Data entry <p>General agency duties and responsibilities:</p> <ul style="list-style-type: none"> • Serves as active member of the agency's Management Team • Member of at least one agency committee and/or community meeting • Completes all required trainings • Participates in agency outreach and fundraising events • Demonstrates a willingness to assist in other agency programs as needed • Acts as a custodian and demonstrates responsible and ethical use of agency property and facilities • Displays sensitivity to the service population's cultural and socioeconomic characteristics • Strives to embody the agency's Code of Ethics while working towards the agency's Mission • Learns and demonstrates Agency-wide Competencies including the areas of consumer and community relationships, continuous individual and agency-wide improvement, vision and purpose, respect and teamwork and positive leadership • Learns, develops, and models Positive Youth Development core competencies resulting in capacity to contribute to the mission of Haven House Services and be a resource to our youth and families, other partner organizations, and our community • Other duties as assigned 		
<p>Minimum qualifications:</p> <ul style="list-style-type: none"> • Bachelor's degree in a human service field from an accredited institution • Supervisory experience • Two years of related experience working with target population or • Combination of education and experience that meets position requirements will be considered 		

Knowledge, skills and abilities:

- Knowledge of the NC Juvenile Court System, local community resources, and experience with client documentation and file management
- Strong written and verbal communication skills

Other requirements:

- Valid North Carolina Driver's License and satisfactory driving record
- Personal vehicle for use in conducting home visits and/or transporting clients in the event agency vehicles aren't available
- Proof of current/valid car insurance
- Acceptable background report
- Negative drug screen results

Work environment:

- Evening and weekend hours required as needed
- Culture of care and wellness in the office
- Potential exposure to bloodborne and/or airborne pathogens
- Occasional exposure to outside weather conditions

Employee printed name: _____

Employee signature/date: _____

Supervisor printed name/date: _____

Supervisor signature/date: _____