

# Wayne County Action Program, Inc.

## Job Description

**Job Title:** 2<sup>nd</sup> Chances Specialist

**FLSA Status:** Non-Exempt

**DOL Job #**25-3021

**Reports To:** 2<sup>nd</sup> Chances/Success Center Director

**Updated:** 01/2021

**Department:** 2<sup>nd</sup> Chances/Success Center

### **Summary:**

Using the Family Development model, develop and implement transition plans for enrolled, homeless individuals that promote self-sufficiency and integration back into the community as healthy, productive citizens.

### **Essential Duties and Responsibilities:**

#### ***Program Service Provision***

- Assess the critical needs and obstacles to individual stability / wellness and develop Goal Plans for enrolled individuals which support specific self-sufficiency goals as required by HUD.
- Using a strength-based approach, work with enrolled individuals to establish plans and achieve individual-centered goals, providing intense quality services to all residents with a focus on ensuring a substantial change over time.
- Assist enrolled individuals with Life skills coaching focusing on housekeeping and personal hygiene to promote good habits and personal responsibility.
- Provide model social and educational experiences, coordinating with other program areas and/or outside agencies, for residents which they will engage and show productive outcomes. Use motivational techniques to include residents in the planning of these events.
- Enforce House Rules and program policies & procedures, employing progressive discipline with enrolled individuals, when necessary.
- Work flexible hours to meet the needs of participating individuals and staff; to include days, evenings, holidays, or weekends periodically.
- Participate in program activities and community events and motivate residents to engage in these activities using the “Giving Back” concept to promote the Transitional House
- Oversee menu planning, meal preparation and delivery.
- Effectively document all communications with enrolled individuals in their main files, and if necessary, in the communication log.
- Attend all necessary meetings and trainings.
- All other duties as assigned.

#### ***Planning and Organization***

- Assist enrolled individuals to access needed transportation, using Medicaid and RTS transportation as primary resources. Empower residents to utilize their support system when public transportation does not work.
- Assist enrolled individuals in maintaining and adhering to his/her own Goal Plan activity schedule.

- Maintain order and structure for all House Residents; including the completion of house schedules, chore charts and activities, to ensure the success and well-being of enrolled individuals and the program itself.
- Oversee and maintain all 2<sup>nd</sup> Chances House program supplies.
- Oversee maintenance of physical condition of 2<sup>nd</sup> Chances House building and site, reporting all problems to the Program Director immediately.

### ***Program Compliance and Reporting***

- Perform customer enrollment, exit interviews, disciplinary discharges, collect data, maintain clear and complete individual files and report monthly on progress.
- Collect rent and food stamps; maintain financial records and alert supervisor when financial problems arise.
- Do follow-up interviews with past residents to assure they are continuing success in the community.
- Maintain strict individual and program confidentiality.

### ***Collaboration and Advocacy***

- With Supervisor knowledge, advocate on behalf of enrolled individuals when necessary.
- Participate in team meetings and promote the team concept. Demonstrate cohesive and effective communication skills, striving to work with others in a team approach.
- Participate in case-conferencing with other staff as needed, providing information leading to a better understanding of the enrolled individual using the communication log and writing case notes in resident binders.
- Promote the program and the agency in a positive and professional manner.

### ***Safety Responsibilities***

- Obey all safety rules, government regulations, signs, markings, and instruction.
- Become familiar with safety policies that apply directly to you in the area in which you work.
- Attend and actively participate in safety meetings.
- Report any unsafe hazardous conditions to the Program Director immediately.
- Refrain from any unsafe act that might endanger yourself, consumers, or fellow employees.
- Report all workplace accidents, incidents immediately to the Program Director.
- Practice good housekeeping by picking up tools and materials and putting them into their proper places.
- Maintaining compliance with safety and health rules and regulations is a condition of employment.

### **Qualifications:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

### **Education/Experience:**

Minimum Associates degree in related field preferred; or High School diploma /GED with two years' experience in a related field; or any combination of the two.

**Language Ability:**

Excellent communication skills, both written and oral.

**Math Ability:**

Basic math skills. Able to add, subtract, multiply, and divide.

**Reasoning Ability:**

This position requires the ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

**Computer Skills:**

Must have working knowledge of basic computer applications such as Microsoft Office.

**Certificates and Licenses:**

Family Development Credentialing.

**Supervisory Responsibilities:**

This position requires no supervisory responsibilities.

**Work Environment:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

The noise level in the work environment is usually quiet.

**Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus. While performing the duties of this job, the employee is regularly required to talk or hear. The employee is regularly required to stand; walk; sit; use hands to finger, handle, or feel and reach with hands and arms.

**Working Remote:** During times of a Pandemic or natural disaster, when the employee is asked to work from home due to state and local recommendations; the following expectations are to be followed:

- The employee will complete a daily time study of their work. The time study will be broken down by tasks completed on an hourly bases totally their full workday. The time study will be emailed weekly or upon request to the NCS Administrator.
- The employee will continue to perform all work-related responsibilities within reasonable expectation.
- The employee will sign out any technology or resources they need up not limited to but including: computer, laptop, work cell phone, camera, etc.
- The employee will be expected maintain communication channels with supervisor, other Agency personnel, volunteers and host sites through: Virtual platforms (ie: Zoom), email, work-cell call/text.

**Agency Response Plan regarding Pandemic/Infectious Control**

*All employees and volunteers will follow Wayne Cap's Agency Response Plan regarding Pandemic/Infectious Control. This plan includes guidance for the agency employees and volunteers during any such period to strive to operate effectively & ensure that all essential services are continuously provided, and that employees and volunteers are safe within the workplace be it at the office, at another Wayne Cap location or working remotely.*

**Compliance**

*"If any person witnesses, learns of, or is asked to participate in any activities that are potentially in violation of the Wayne County Action Program Compliance Plan, he or she should make a confidential contact, without repercussion, to the Compliance Officer, his or her Director/Manager, or the Executive Director. Reports may be made by calling the compliance Hotline (1-315-665-0131 x110), or by emailing information to the Compliance Officer [compliance@waynecap.org](mailto:compliance@waynecap.org) or by walk-in to the Compliance Officer's office."*

**Medicaid Fraud**

*Medicaid fraud and abuse affects all New Yorkers by depleting valuable public funds meant to provide healthcare and health related services to vulnerable citizens. The New York State Office of the Medicaid Inspector General (OMIG) is a nationally recognized leader among Medicaid program integrity agencies. OMIG's recovery efforts and cost-containment initiatives save hundreds of millions in taxpayer dollars each year.*

*Wayne County Action Program employees are required to assist OMIG in fighting fraud, waste, and abuse by reporting potentially suspicious behavior or incidents. The agency encourages anyone who observes instances of potential Medicaid fraud, waste, or abuse to contact OMIG's fraud hotline. Tips can be completely anonymous—and OMIG investigates all reported information.*

*If you suspect fraud or abuse, call toll free: 1-877-87-FRAUD \* 1-877-873-7283*

**Employer's Disclaimer**

- All requirements are subject to possible modification to reasonable accommodate individuals with disabilities.
- This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and to perform and other job-related duties as requested by their supervisor.
- This document does not create an employee contract, implied or otherwise, other than an "at-will" employment relationship.

**Employee's Confirmation**

I have read and received a copy of this job description

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Employee Signature

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Date