



HAMPDEN COUNTY RE-ENTRY PARTNERSHIP

Job Title: Program Support Specialist
(Bilingual Spanish/English preferred)

Location: MassHire Career Center as home base, with regular activity at community agencies and in the Hampden County House of Corrections and various offices within the Hampden County Sherriff's Dept.

Shift: Days, occasional evenings and weekends as needed

Salary: \$38,000 to \$42,000, depending on skills and experience

SUMMARY:

Working closely with Reentry & Recovery Program Staff, the Program Support Specialist performs a combination of detailed administrative and direct service duties which assist ex-offenders and people in early recovery in preparing for and finding employment. This position will work with the provision of services provided through the Access to Recovery (ATR) program and may assist with other services including those provided through community-based agencies, Hampden County Corrections Offices and the Opioid National Emergency Grant (ONE) programs.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Provide general administrative duties such as filing, photocopying, preparing correspondence, preparing reports, data entry, and maintaining procedures and calendars for various programs.
- Perform scheduling duties, screen calls, attend meetings, make event arrangements and enter data into statewide database system.
- Maintain accurate and time sensitive databases.
- Facilitate pre-employment group workshops as needed both online and onsite at MassHire Holyoke and at various locations within the Hampden County House of Corrections.
- Assist re-entry & recovery staff with intakes, follow-up appointments and walk-in customer services.
- Strive at all times to make customers feel welcomed and comfortable and provide accurate information to meet customer needs.
- Maintain excellent customer relations with the Sheriff's Department, State Correctional System offices, community agencies, business partners, and individual customers.
- Provide resources and advocacy services to customers as needed.
- Exhibit professionalism by attendance, punctuality, appearance, demeanor, and the willingness to go beyond normal job expectations.
- Function in a manner consistent with Program missions and goals.
- Perform other tasks as assigned by the Executive Director and/or the Director of Program Development and Training.

QUALIFICATIONS:

- Experience, and/or a passion for, working with ex-offender, recovery, and/or at-risk populations.
- Bachelor's Degree and at least two (2) years of job-related experience. Equivalent years of experience maybe substituted for education requirement.
- Must be proficient in Microsoft Word Office Suite, including PowerPoint presentations and graphics, and confident using social media and conducting internet research.
- Knowledge of career and workforce development topics.



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- Excellent oral and written communication, detail oriented and strong organizational skills.
- Must have a professional, proactive personal and communication style and be able to multitask, set priorities, and adhere to deadlines in a fast-paced environment.
- Effective group facilitation is an important position component, as is a willingness to attend various workshops, conferences, and community events required to keep abreast of developments, trends, and best practices.
- Be highly adaptable and willing to be of assistance as miscellaneous projects/situations arise within the Program.
- Project coordination experience and an ability to work well with all levels of management and staff, outside clients and vendors.
- Be sensitive to, understand, and respect customer and staff confidentiality issues.
- Experience maintaining a variety of data base systems.
- Able to prioritize and execute tasks with minimal direction or supervision.
- Must have a valid Driver's License and ability to travel using personal vehicle.
- Must be able to pass a Background Check administered by local Sheriff Department.

Have fun!