

Functional Specialist - Engagement and Outreach

Summary

Job Title

Functional Specialist - Engagement and Outreach

Department

Program Staff

Description

Community Rebuilders is an innovative, mission driven organization working to address the housing and service needs of persons at risk of or experiencing homelessness. We believe in partnering with our consumers and focusing on what is strong in their lives not what is wrong. We are collaborators and partners and have an unparalleled success rate in delivering Housing First services. The Functional specialist strengthens the entire organizations through training, monitoring and ensuring quality related to a specific defined area of expertise.

The Functional Specialist provides oversight of key organizational policy and regulatory rules. Each specialist is trained to have specialized expertise and then provides support, training and implementation oversight on specific policy and regulatory rules. Strong candidates are able to correctly interpret and apply rules and regulations, enjoy supporting other team members, value accountability and are eager to support consistent improvement.

Requirements

Functional Specialist- Engagement and Outreach will bring focus and leadership to:

- Feedback Surveys
- Focus Groups
- Consumer Stories/Impact
- Action Boards
- Project Outreach
- Outreach community committee all population representatives
- Volunteer program and tracking
- Donations
- Diversity, Equity and Inclusion
- Record Keeping
- Fair housing and Equal Access

Qualifications

- € Bachelor's Degree in business, social work or related field, experience may be considered in place of BA/BS degree
 - € Minimum of two (2) years of relevant experience (preferably in non-profit)
 - € Strong analytical skills and problems solving skills
 - € Excellent organizational and communication skills
 - € Competency in working with Microsoft Office Suite
 - € Valid Driver's License
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Key Responsibilities

Results

FUNCTIONAL SPECIALIST ROLE

1. Achieve detailed knowledge and expertise of the policy, rules and regulations related to the role of a Community Rebuilders: Functional Specialist- Engagement and Outreach
2. Coordinates policy and regulatory implementation, and workflow associated with an assigned area of functional expertise
3. Troubleshoots issues with project procedures, tools and administrative or system workflows
4. Responds to and recommends change requests for altered process, equipment, tools, and system workflows.
5. Serves on the following cross-functional business process teams: hiring and retention, Grant and data management, Project Management, Continuous Quality Improvement
6. Serves as the functional liaison between internal and external project stakeholders
7. Prepares and delivers training in support of the effective implementation of policy and procedures and or system applications
8. Assist with researching and resolving disputed policy or regulatory requirements
9. Define goals, objectives of requirements/regulations ensure proper implementation through consistent training, monitoring, and reporting to senior management
10. Pursue and complete on-going training to maintain and enhance subject matter expertise

11. Assist with direct Housing Resource Specialist Services as needed
12. Help ensure that Community Rebuilders is an equitable and inclusive workplace where all employees feel valued and can thrive through trainings, coaching, and overall strategy and practice
13. Support and assist with diversity, equity and inclusion activities and priorities, across the organization and externally to support employees, consumers and stakeholders
14. Assist with recruitment and retention of employees
15. Other duties as assigned

COMPLIANCE

1. Ensure all assigned business processes are risk management compliant
2. Assess assigned business areas for compliance with relevant laws, policy and regulations
3. Evaluate projects effectiveness at implementing internal controls into practice
4. Demonstrate the highest level of integrity and fairness in all work building trust with team members yet independent objectivity to address difficult situations related to internal auditing and quality control
5. Study and achieve expertise related to components of the Department of Housing And Urban Development, Department of Veteran Affairs, Community Rebuilders rules and regulations, and workflows
6. Monitors employee compliance with organizational policy and regulatory expectations
7. Issues findings and corrective active to promote compliance
8. Conduct ongoing and bi-annual internal monitoring, participate in external monitoring, and audit for specifically assigned functional areas.
9. Other duties as assigned

Core Values

RESPECTING HUMAN DIGNITY/DECISION MAKING

1. Demonstrates fairness and impartiality
2. Listens appropriately when customers describe their needs
3. Asks appropriate questions when determining customer needs
4. Meets consumers where they are recognizing their strengths and natural supports

INTEGRITY AND HONESTY

1. Exhibits good decision making skills
2. Able to admit mistakes and learn from them
3. Exhibits honesty and integrity

SPECIFIC COMPETENCY

1. Sets and monitors goals in line with organizational objectives
2. Provides customer service that meets customer needs
3. Includes appropriate personnel and resources when making decisions
4. Effectively establishes budgets / functions within budget constraints

SERVICE AND CONFIDENTIALITY

1. Makes appropriate resources available and makes them accessible
2. Works cooperatively and maintains good relations with others
3. Able to share valuable information about the community and our program and services
4. Demonstrates ability to respect and maintain customer confidentiality

ACCOUNTABILITY

1. Honors commitments
2. Able to admit mistakes and learn from them
3. Accepts responsibility for actions
4. Accepts responsibility for mistakes

BUILDING ON STRENGTHS/FLEXIBILITY

1. Adapts well to change
2. Adapts behavior or work methods in response to new information or obstacles
3. Skilled at negotiations to find mutually acceptable solutions
4. Recognizes and utilizes the strengths of co-workers and consumers

ATTENTION TO DETAILS

1. Demonstrates accuracy and attention to details

2. Completes assignments on-time and in alignment with specifications/directions
3. Looks for ways to improve and promote quality

INTERPERSONAL SKILLS

1. Exhibits good listening skills
2. Demonstrates fairness and impartiality
3. Demonstrates a positive attitude
4. Develops and maintains effective relationships with others

PROFICIENCY

1. Completes assignments on-time and in alignment with specifications/directions
2. Uses appropriate procedures to complete assigned tasks
3. Sets and monitors goals in line with organizational objectives

CREATIVE THINKING/INITIATIVE

1. Thinks out of the box
2. Looks for new solutions to old or recurring problems
3. Proactively improves work processes and techniques
4. Proactively shares ideas and suggestions
5. Seeks opportunities for self development

COMMUNICATION

1. Communicates clearly (verbal and written)
2. Responds to customer requests in a timely manner
3. Seeks to clarify unclear or vague instructions
4. Verbal communication is appropriate and acceptable
5. Written communication is appropriate and acceptable

SELF-MANAGEMENT

1. Requires minimal supervision
2. Anticipates problems and addresses needs before crisis situations develop

3. Follows through on commitments
4. Considers long and short-term outcomes when making decisions
5. Thinks in a strategic manner
6. Uses sound logic when making decisions
7. Demonstrates self confidence

STRESS TOLERANCE

1. Shows poise in difficult situations
2. Maintains personal control in trying situations
3. Actions and reactions are calm and purposeful

TEAM WORK

1. Works cooperatively and maintains good relations with others
2. Works cooperatively in group/team environments
3. Creates environment that allows people to be successful
4. Works well in group problem solving situations
5. Displays understanding of how their job impacts and relates to co-workers

PLANNING AND EVALUATING

1. Able to determine short and long term goals and strategies to achieve them
2. Acquires appropriate information before making decisions
3. Works to resolve problems before they increase in severity
4. Maintains an appropriate level of organization
5. Demonstrates effective use of time
6. Demonstrates planning and resource deployment skills

VISION/MISSION

1. Demonstrates a clear understanding of the company's mission statement and values
2. Places organizational goals above personal and departmental objectives