

Job Description Title:	West Run Program Support Specialist	Primary Supervisor(s):	West Run Housing Director
Department/Group:	Direct Services	Secondary Supervisor(s):	CPO
Location:	West Run	Travel Required:	None
FLSA Classification:	Non-exempt	Position Status (FT, PT, etc.):	FT
General Workday/Week:	Monday-Friday, 8 am – 4 pm	Physical Demands:	LIGHT
Education and Experience:	2 years' experience or Associate degree preferred	Performance Expectations:	Optional
Mission Statement:			
Our programs employ the best practices in the industry and we employ them with the highest level of excellence that we know how. We seek constant improvement; improvement requires change. Therefore, change is the normal way of life in how we serve our clients and do business.			
Values:			
At the West Virginia Coalition to End Homelessness, we believe in what we do. People matter. People don't have roofs over their heads. People don't have doors that lock. We don't think that's the way things should be, and we are doing our best to stop it. Everyone at WVCEH has a part to play in ensuring people who are experiencing homelessness are stabilized in housing quickly and permanently.			
Position Summary:			
<p>The Program Support Specialist provides essential day-to-day operational and client support within a housing facility. This role serves as a key point of contact for residents, visitors, and staff, ensuring a safe, welcoming, and well-maintained environment. Responsibilities include greeting and assisting clients and visitors, answering the door and phone, managing incoming mail, and receipting client rent and petty cash transactions.</p> <p>The Program Support Specialist supports facility operations by maintaining cleanliness of common areas and assisting with basic administrative functions. The role also involves de-escalating conflicts or crises in a calm, professional manner and providing light service coordination to support client stability and engagement. This position may assist with client transportation as needed and serves as a liaison between clients and case managers to help ensure effective communication and continuity of care.</p>			
Office Management			
<ul style="list-style-type: none"> • Greet and assist residents, visitors, and staff in a professional and welcoming manner • Answer and monitor the front door, ensuring appropriate access to the facility • Answer phone calls and direct inquiries to appropriate staff 			

- Receive, sort, and distribute incoming mail and deliveries
- Collect and receipt client rent payments in accordance with agency procedures
- Manage and reconcile petty cash transactions accurately
- Maintain cleanliness and organization of common areas and shared spaces
- Monitor the facility environment to promote safety and security
- De-escalate conflicts or crises using calm, professional communication techniques
- Provide light service coordination to support client needs and engagement
- Serve as a liaison between clients and case managers to facilitate communication and follow-up
- Assist clients with basic needs or questions related to services and daily living
- Provide or coordinate transportation for clients as needed
- Document interactions, incidents, and transactions per agency policy
- Support overall program operations and assist with additional administrative or facility tasks as assigned
- Provide on-call after-hours support as scheduled (no more than one weekend per month)
- Other duties as assigned

PHYSICAL / ENVIRONMENTAL DEMANDS: *The table below shows how much on-the-job time is spent on the following physical activities:*

ACTIVITY:	None	Under 1/3	1/3 to 2/3	Over 2/3
Standing			x	
Walking				x
Sitting			x	
Using hands to finger, handle or feel			x	
Driving personal vehicle				x
Reaching with hands and arms			x	
Climbing or balancing		x		
Stooping, kneeling, crouching, or crawling			x	
Talking or hearing				x
Tasting or smelling	x			
Other: Please describe.				

This position is described as **moderate physical activity** and requires the ability to sit, stand, and walk for extended periods throughout the facility. The role may involve bending, stooping, reaching, and occasionally lifting or carrying items such as mail, supplies, or packages (typically up to 25 pounds) and person may need to respond quickly to situations within the facility, including moving between areas to address client needs or de-escalate incidents.

Equipment Used: Motor vehicle, Photocopiers, Scanners, Desktop Computer and phone-systems.

Materials Used: Office supplies (e.g., bond paper, correction fluid, markers, toner).

Noise: Moderate noise.

REQUIRED CERTIFICATIONS/EXPERIENCE

- Successful candidate will be a highly motivated self-starter with at least 2 years of demonstrated experience working in an administrative assistant capacity.
- Master multi-tasker with excellent communication skills and upbeat attitude.
- Excellent time management skills
- Ability to maintain confidentiality and security.
- Must have good telephone skills, problem-solving skills, communication and conflict resolution skills, and be proficient with computers.
- Must be comfortable with computers, general office tasks, and have experience with MS Office Suite.
- Professional, mature demeanor with a genuine desire to meet the needs of others.
- Position is remote but may require frequent travel throughout the WVCEH service area
- High school diploma or equivalent required. Associates Degree preferred.

Work Activities

- **Establishing and Maintaining Interpersonal Relationships** — Developing constructive and cooperative working relationships with others, and maintaining them over time.
- **Communicating with People Outside the Organization** — Communicating with people outside the organization, representing the organization to customers, the public, government, and other external sources. This information can be exchanged in person, in writing, or by telephone or e-mail.
- **Getting Information** — Observing, receiving, and otherwise obtaining information from all relevant sources.
- **Developing Objectives and Strategies** — Establishing long-range objectives and specifying the strategies and actions to achieve them.
- **Making Decisions and Solving Problems** — Analyzing information and evaluating results to choose the best solution and solve problems.

Competencies

To perform the job successfully, an individual should be competent in the work styles, knowledge, skills and abilities listed below.

Work Styles

- **Integrity** — Job requires being honest and ethical.
- **Dependability** — Job requires being reliable, responsible, and dependable, and fulfilling obligations.
- **Persistence** — Job requires persistence in the face of obstacles.
- **Initiative** — Job requires a willingness to take on responsibilities and challenges.
- **Achievement/Effort** — Job requires establishing and maintaining personally challenging achievement goals and exerting effort toward mastering tasks.

Knowledge

- **Customer and Personal Service** — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- **English Language** — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- **Sales and Marketing** — Knowledge of principles and methods for showing, promoting, and selling products or services. This includes marketing strategy and tactics, product demonstration, sales techniques, and sales control systems.
- **Administration and Management** — Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.
- **Communications and Media** — Knowledge of media production, communication, and dissemination techniques and methods. This includes alternative ways to inform and entertain via written, oral, and visual media.

Skills

- **Speaking** — Talking to others to convey information effectively.
- **Active Listening** — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- **Persuasion** — Persuading others to change their minds or behavior.
- **Reading Comprehension** — Understanding written sentences and paragraphs in work-related documents.
- **Writing** — Communicating effectively in writing as appropriate for the needs of the audience.

Abilities

- **Oral Expression** — The ability to communicate information and ideas in speaking so others will understand.
- **Speech Clarity** — The ability to speak clearly so others can understand you.
- **Oral Comprehension** — The ability to listen to and understand information and ideas presented through spoken words and sentences.
- **Speech Recognition** — The ability to identify and understand the speech of another person.
- **Written Comprehension** — The ability to read and understand information and ideas presented in writing.

APPROVAL AND ACKNOWLEDGEMENT

Manager's Name

Title

Manager's Signature

Date

Employee's Name

Title

Employee's Signature

Date