



Hampton Roads Community Action Program

2410 Wickham Avenue

P.O. Box 37

Newport News, VA 23607

Job Title: Support Services Specialist (12 month program)
Department: Workforce Development
Reports To: Workforce Development Director
Location: Newport News

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties within the scope of this position may be assigned.

- Determines eligibility for assistance and benefit levels using EmpowOR Client Management System.
- Establishes and monitors individual and household development plan goals through information and assessment of client background.
- Explains nature of temporary assistance benefit programs and determines reason and need for assistance.
- Explains client responsibilities, rights and program availability.
- Evaluates employability status of clients and explores potential Workforce Development Programs.
- Processes intake applications for necessary community resources and diversion.
- Refers clients to Human Services as the result of overall assessment of situation as needed.
- Coordinates and participates in out of office visits with family members and other professionals.
- Prepares referrals for families requiring assistance; collaborates with Service Provider Network and other agencies or professionals as needed.
- Maintains current listing community resources.
- Create, monitor and track household development plans.
- Prepares and maintains confidential case records and files; documents all interactions with clients by entering data into EmpowOR Client Management System.
- Prepares and completes various forms, reports, correspondence, case records, client activity reports, service plans, assessment instruments, needs assessments, purchase orders, invoices, applications, funding reports, charts, or other documents.
- Receives and completes various forms, reports, correspondence, case records, client activity reports, service plans, assessment instruments, needs assessments, purchase orders, invoices, applications, funding reports, charts, or other documents
- Operates several technology tools (desktop, laptop, tablet, cellphone, hotspot, etc.) to enter, retrieve, review or modify data; verifies accuracy of entered data and makes corrections.
- Utilize MS Office, EmpowOR Client Management System, e-mail, internet, other computer programs; performs basic maintenance of computer system and office equipment, such as replacing paper, ink, or toner.
- Communicates with supervisor, employees, other departments, clients, family members, companion aides, Newport News Human Services, government agencies, counselors, medical providers, law enforcement personnel, court personnel, attorneys, schools, Service Provider Network, professional colleagues, the public, and other individuals as needed to coordinate activities, review status of household plans, exchange information, or resolve problems.
- Maintains confidentiality of department issues and documentation.
- Operates a motor vehicle to conduct work activities.



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- Performs general/clerical tasks, which may include answering telephone calls, entering data into computer, typing documents, making copies, sending/receiving faxes, filing documentation, or processing incoming/outgoing mail.
- Provides assistance to other employees or departments as needed.
- Performs other related duties as required.

Application: Qualified individuals should apply at 2410 Wickham Avenue, Newport News, VA 23607. Office hours are 8:00a.m. - 5:00p.m. Monday through Friday. You can visit: www.hrcapinc.org to print an application and mail to P.O. Box 37, Newport News, VA 23607. Also you can email your application and resume to hrcapresume@hrcapinc.org

Closing Date: Applications accepted until position is filled.