



Seattle Jobs  
Initiative

WE ARE LOOKING FOR

## PROGRAM SUPPORT SPECIALIST

Full-Time, Non-Exempt

Location: Remote in Seattle, WA

Seattle Jobs Initiative (SJI) is an organization deeply committed to and guided in its daily work by its mission. Bounded by a set of values, SJI drives toward its vision for the future through an identity statement that defines how it will accomplish its mission and vision. SJI supports people from under-invested communities to build careers. By creating equitable workforce systems and developing impactful partnerships, we address structural racism. As an Equal Opportunity Employer, SJI encourages people of all backgrounds to apply, including BIPOC, immigrants, refugees, women, LGBTQIA2S+, people with disabilities, and veterans. We recognize your unique qualities and the value you bring to our commitment to the communities we serve. Together we create and preserve inclusive and equitable environments.

### Position Description

The Program Support Specialist will coordinate and implement projects based on the required outcomes from SJI programs and partners. The position will work alongside Case Managers and the program Director to ensure documents are obtained from clients and compliance is maintained for case management programs. This includes working with community partner agencies that subcontract with SJI. This role will also support with outreach and event coordination.

This position performs the following duties:

- Perform administrative tasks, as necessary, to support both program operations and role responsibilities.
- Assists in the development of presentation materials for meetings and workshops related to assigned programs and projects.
- Assist in coordinating program events and logistics for Direct Services Team.
- Support ongoing communication with participants and Direct Services Team.
- With the help of the Program Director, develop documentation to support Direct Services programs and projects.
- Work with Case Managers to ensure all client documentation is collected and accurate. When documentation is missing or incomplete, the Program Coordinator will reach out to the Case Manager to request the additional information and may work directly with the client as needed.
- Provide direct services, as necessary, to meet the needs of participants; these services may include but are not limited to facilitating difficult participant situations, leading support and service efforts in complex cases, and addressing and elevating participant grievances, as necessary.
- Learn and demonstrate an understanding of contracts, proposals, and vision for all relevant programs and services.

- Support the development, expansion, and/or interaction of programs/services, as it relates to case management.
- Responsible for demonstrating cultural competency and sensitivity to the needs of adults with multiple challenges.
- Support outreach efforts and represent SJI to engage the community and maintain positive relationships with internal and external partners.
- Receive and maintain the organization of participant referrals.
- Provide quality control and assurances to ensure accurate and appropriate data entry of each participant.
- Participate in the contract and grant submissions, as appropriate.
- Meet with stakeholders to determine objectives and requirements for events, and ensures that all needs are met
- Assist in the development of an outreach plan and participant activities to gather up-to-date data for reporting purposes
- Data lead in terms of working with clients and case managers to collect needed documents and data.
- Develop and enforce data procedures and best practices

### **Qualifications**

- Must have prior work experience related to low-income program eligibility criterion, as well as basic knowledge of federal poverty guidelines.
- Experience with ethnically diverse populations; bilingual communication skills, preferred.
- Experience with BFET funding or other governmental funding and document requirements.
- Computer literacy (MS Office required and Project is a plus), and database programs.
- Ability to write reports and business correspondence.
- Strong organizational skills with the ability to handle numerous details.
- Excellent customer service skills including internal and external customers.
- Outstanding interpersonal and communication skills. Ability to present information and respond to questions from a diverse and sometimes competing audience

### **Education and Experience**

- 2+ years of relevant experience with demonstrated progress of success *OR* community or local college experience a plus
- Lived experience in navigating social service systems.

### **Compensation and Benefits**

Hire-in hourly pay range is \$22 to \$27, company pays employee medical, dental, vision, short and long term disability, life insurance, health and dependent care flexible spending accounts, company partially subsidized parking and/or transit, PTO (Paid time off), personal holidays, and 401(k) with SJI match. SJI provides remote work support to all staff.

**SEND YOUR RESUME AND COVER LETTER TO [JOBS@SEATTLEJOBSINIT.COM](mailto:JOBS@SEATTLEJOBSINIT.COM)**