

THE HOPE CENTER AT PULLEN
Job Description

Job Title:	Transition Specialist
Department:	Transition Programs
Reports to:	Director of Transition Programs
FLSA Status:	exempt
Hours per Week:	40

The Hope Center at Pullen is proactively seeking diverse candidates. Applications will be reviewed as they are received, on a rolling basis. Early submission is encouraged. Posting is open until two positions are filled.

ORGANIZATION OVERVIEW:

The Hope Center at Pullen (HCP) is an independent 501(c)(3) non-profit organization founded in 2009. Our mission is to connect young people aging out of foster care in Wake County with the resources and support they need for a successful transition to adulthood. In partnership with Wake County's foster care system, HCP's Teen Programs engage youth ages 13-18 to develop independent living skills. HCP's Transition Program serves youth ages 18-27 with a history in foster care to develop individualized strategies to help them achieve and maintain independence. HCP follows the Housing First model and utilizes trauma informed care to ensure our clients attain and maintain housing, further their education, and achieve their career goals. For more information, visit <http://www.hopecenteratpullen.org/>.

POSITION SUMMARY:

Transition Specialists empower clients. Assisting young adults with a history in foster care to create, work towards and complete self-sufficiency goals through intensive case management and by connecting clients to resources and opportunities pertaining to housing, education, employment, substance abuse and mental health.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Manage a small caseload of 8-15 clients	70%
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- Direct Service:
 - Support Clients in Finding and Maintaining Housing:
 - Locate income based or voucher approved housing for clients who are homeless or unstably housed.
 - Assist housing voucher recipients with application process, lease signings, securing furniture, and the move in process.
 - Promote stable housing through annual voucher recertification, monthly home visits and compliance with voucher/lease guidelines and stipulations.
 - Client Support/Advocacy
 - Provide emotional and crisis support as needed to clients.
 - Engage in face-to-face, phone, text and email correspondence with young adults to discuss needs in relation to treatment plans and meeting goals.
 - Maintain contact with clients on a daily, weekly, bi-weekly or monthly basis.

- Education/Employment:
 - Provide support to clients as it pertains to meeting or maintaining Treatment Plan Goals.
 - Assist client with community resources and referrals to achieve goals (i.e., NextGen, Fostering Bright Futures, etc.).
 - Assist clients with preparedness/readiness for their goal as needed (i.e., mock interviewing, resume building, job applications, college applications, FAFSA and other college documents, etc.).
- Transportation:
 - Provide transportation to clients as it pertains to meeting or maintaining Goal Plan.
 - Assist client with community resources for vehicles, car maintenance and management
- Administrative:
 - Maintain up-to-date and completed Goal Plans (quarterly and/or in alignment with voucher application/recertification needs).
 - Maintain client case notes and files on a weekly, but at least bi-weekly basis.
 - Develop client files including all elements and required documentation and maintaining them up to date per quarter and in accordance with housing voucher program requirements.
 - Attend weekly supervision and monthly staff meetings.
 - Management of receipts, mileage and timesheets.
- Tracking Outcomes:
 - Quarterly updates on Transition Program Client Ruler measurement tool.
 - Provide client data to the Director of Transition Programs.

Make and Maintain Contacts with Community Partners	20%
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- Coordinate Care with internal and external partners.
- Attend meeting and trainings with various community partners.
- Maintain compliance with voucher program changes, updates and requirements.
- Stay in contact with Wake County Human Services Staff and landlords regarding client's housing and case management.

Life-Skills Group	10%
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- Participate in LINKS Academy activities to establish community and trust with youth still in foster care in the hopes of providing a seamless entrance into the Transition Program when they transition out of the foster care system.
- Support the Parenting Specialist and Volunteer Coordinator in facilitation of Wednesday Life-skills Group and lead the group as needed.

POSITION QUALIFICATIONS AND REQUIREMENTS:

- A Bachelor's Degree and a minimum of 3 years working with at-risk youth/young adults either in child welfare or in a non-profit setting or a Master's Degree in a Human Service or Social Work related field and 1 year working with a related population.
- Knowledge of the foster care population, common barriers to success for this population, and typical needs.
- Experience with crisis intervention techniques and ability to be successful and adaptable in a fast-paced work setting.
- Knowledge of the Housing First Model, Trauma Informed Care, and Mental Health First Aid.

- Skills and abilities: Strong oral and written communication skills; Ability to quickly and effectively build strong rapport with clients and their children; Strong organization and time management skills
- Personal characteristics: Trustworthy, Adaptable, Compassionate
- This position requires strict confidentiality and the ability to create and maintain psychological safety for participants. The Transition Specialist must protect the confidentiality of all program participants at all times, adhere to all applicable contract requirements regarding confidentiality, and work to ensure participants feel safe enough to fully participate in all activities.
- Valid North Carolina Driver's License and satisfactory driving record
- Acceptable background report
- Access to personal vehicle

Physical Demands/Working Conditions:

- Flexible work schedule. Occasional evening and weekend hours are possible.
- Hybrid work: Much of the work can be done from home. Being physically present for certain meetings with clients is required.
- Health Care: HCP pays 100% of employee premiums and 50% of eligible dependent premiums for silver level health care plan.
- Retirement Plan: After one-year employees begin accruing an additional 2% of salary in an IRA account that employees can choose to contribute to pre-tax.
- Over 4 weeks of PTO/Holiday Time each year, with increases in PTO beginning after 3 years.
- Each Transition Specialist will have their own office in our newly renovated office space.
- Driving a personal vehicle to visit clients in their private homes and occasionally driving with a client in your personal vehicle.
- We follow CDC and local guidelines to create our organization's COVID safety protocols which are updated regularly.

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To apply, send cover letter that outlines your alignment with the position, resume, and references to jobs@hopecenteratpullen.org No phone calls please.