



JOB ANNOUNCEMENT

JOB TITLE: Program Assistant
JOB TYPE: Full-Time, At-Will, Salaried Position
SUPERVISOR: FRSP Program Manager

POSITION SUMMARY:

As a Program Assistant with The Community Partnership for the Prevention of Homelessness (TCP), you will serve as a key member of our Family Programs Team to help support our mission of ensuring families experiencing homelessness in the District of Columbia become and remain stably housed. In this role, you will be responsible for providing administrative and customer support in the day to day implementation of the District's Family Rehousing and Stabilization Program (FRSP), better known as the Family Rapid Rehousing program.

Core duties of this position include: serving as the primary respondent to payment inquiries, assisting with analysis and reconciliation of discrepancies between records and accounts, generating reports to provide data to community partners, and assisting to maintain accurate records.

SALARY: \$50,000.00 - \$60,000.00 (Depending on Experience)

ESSENTIAL POSITION FUNCTIONS INCLUDE THE FOLLOWING:

- Monitor, prepare and complete basic to intermediate reports using multiple databases to meet routine and ad hoc reporting requirements;
- Organize and maintain program files to ensure accuracy and integrity of records;
- Assist the Leasing Manager with filing documents into participants' lease up records;
- Distribute records or files of participants across the team to assist the team with requesting move-in payments;
- Respond to inquiries about FRSP payments from landlords and government partners;
- Help troubleshoot to reconcile FRSP payment discrepancies by collaborating with team members, landlords, and/or government partners;
- Receive, process, and communicate to the team of any change to the landlord, owner, or payee account of FRSP housing units in the database;

- Assist the team with their monthly Payment vs. Service Reconciliation process to ensure services and payments match for each participant by generating, compiling, and distributing a monthly report;
- Update database records for participants deemed by DHS as eligible to apply for Targeted Affordable Housing or Permanent Supportive Housing voucher programs;
- Take notes during team meetings;
- Other duties or projects assigned as deemed appropriate

QUALIFICATION/ REQUIREMENTS:

The requirements listed below are representative of the knowledge, skill and/or ability required, though persons who feel they meet some but not all criteria are encouraged to apply.

EDUCATION/QUALIFICATIONS

- Bachelor’s Degree, with 1-3 years of administrative or program support experience related to conducting research, reconciliation, fielding telephone calls, data entry, and filing, or an equivalent combination of education and experience.

REQUIRED SKILLS AND ABILITIES

- Advanced computer literacy and expertise with software use in a typical office environment, including MS Word, MS Excel, and MS PowerPoint.
- Excellent communication skills, to include the ability to communicate clearly in writing and verbally to a wide range of audiences (consumers, front line staff, program representatives, agency directors, etc.).
- High level of attention to detail.
- Outstanding organizational skills and ability to effectively prioritize and manage multiple tasks at the same time.
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- Ability to maintain a professional demeanor in a variety of settings and when interacting with various individuals.
- Ability to conduct self-directed work and/or function as a part of a team.
- Ability to make decisions independently.
- Experience using web-based platforms such as Dropbox, Smartsheet, Google Office products.
- Experience using Salesforce or HMIS database systems a plus.

APPLICATION PROCESS

- Email a cover letter and résumé to Jane Oh (joh@community-partnership.org) with FRSP Program Assistant in the subject line.
- Your response to this job announcement may be considered for other similar available positions within The Community Partnership.
- No phone calls.

The Community Partnership for the Prevention of Homelessness values the safety of our employees, our clients, our vendors, and our visitors. If you are selected for this job, you must

be fully vaccinated against COVID19 or be eligible for an exemption. Even if granted an exemption, employees will be required to provide weekly testing results to show that they are COVID19 negative. If you are invited to join our team, you must submit proof that you are fully vaccinated against COVID19 (or eligible and approved for an exemption) before you can begin working for The Community Partnership.

The Community Partnership for the Prevention of Homelessness is an equal opportunity employer, committed to nondiscrimination in recruitment, selection, hiring, pay, promotion, retention, or other personnel actions affecting employees or applicants for employment. Personnel decisions shall be based on merit and the ability to perform the essential functions of the job, with or without reasonable accommodation.

If you have any questions about our company policies or your rights as an applicant or require a reasonable accommodation, please contact our Office of the General Counsel at 202.543.5298 (ext. 307)