



Kanawha Institute for Social Research & Action, Inc.

JOB DESCRIPTION

JOB TITLE:

Program Specialist – Second Chance Reentry Program

JOB LOCATIONS:

Based upon the West Virginia Regional Jail Locations (South Central, Southern, Southwestern, and Western Regional Jails) and the KISRA main office in Dunbar, WV.

JOB SUMMARY:

To assess reentry needs of program participants from the regional jail locations and engage in goal setting activities in coordination with the Second Chance Case Manager.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES:

- Effectively and efficiently implements program goals and objectives.
- Administers pre- and post-surveys and other evaluation instruments.
- Takes attendance at each class.
- Gathers performance measures data and conveys to supervisor and data manager.
- Works with program participants as requested to provide pre-release services and information.
- Administers assessment tools as needed or requested.
- Executes work plans.
- Maintains frequent contact with Recovery Point West Virginia (RPWV) and the West Virginia Division of Corrections and Rehabilitation (WVDCR) point of contacts.
- Prepares program reports as requested.
- Records and maintains all files and documentation on program participants as required.
- Performs outreach and public education regarding pre-release services provided by the KISRA.
- Advocates for and promotes other KISRA services and programming.
- Adheres to all policies and procedures of KISRA.
- Adheres to all Second Chance Reentry Program guidance.

CONFIDENTIALITY:

The participants' personal information shall not be shared with anyone outside of KISRA without their signed consent. Violation of this confidentiality can result in corrective action, up to and including dismissal according to KISRA policy and procedures.

RESOURCES AND METHODS:

Employee must know how to use a Microsoft Windows-based computer and software applications needed to perform duties (Microsoft Word, Excel, PowerPoint, Outlook and the Internet). The individual must be familiar with the following office equipment: copier, fax machine, shredder, and scanner.

Applicants are subject to drug testing & background checks

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PHYSICAL DEMANDS:

Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

WORKING CONDITIONS AND ENVIRONMENTAL ISSUES:

Employee must be excellent with face to face and telephone communication. Additionally, travel to attend classes, meetings, and conferences, as well as to develop and maintain strong networking relationships with collaborators is required.

KNOWLEDGE, ABILITIES, AND SKILLS:

To be successful in this position, the employee must be able to perform job functions outlines above satisfactorily. The ability to analyze program information is required in order to prepare reports. The manager will have extensive knowledge in project management, supervision and employee development.

SUPERVISORY RESPONSIBILITIES:

None.

REPORTING RELATIONSHIPS:

The employee reports to the assigned Program Manager. A monthly program report on activities is required.

REVIEW PROCESS:

Annual reviews will be conducted by the Program Manager.

EDUCATION AND EXPERIENCE:

Bachelor's degree in related field is required. At least three years of work experience in a similar position is strongly preferred.

OTHER QUALIFICATIONS:

- Ability to manage multiple tasks simultaneously and thrive in an environment with multiple priorities.
- Strong work ethic.
- Ability to function effectively with peers and other associates with a demanding work environment.

KEY JOB COMPETENCIES:

To perform the job successfully, an individual demonstrates the following competencies:

- **Customer Service** – Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.
- **Problem Solving** – Identifies and resolves programs in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in team problem solving situations; Uses reason even when dealing with emotional topics.

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- **Interpersonal Skills** – Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things; Addresses problems directly with the individual involved.
- **Oral Communication** – Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Participates actively in meetings.
- **Written Communication** - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.
- **Teamwork** – Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Supports everyone's efforts to succeed.
- **Quality Management** – Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.
- **Cost Consciousness** – Works within approved budget; Develops and implements cost-saving measures.
- **Ethics** – Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.
- **Organizational Support** – Follows policies and procedures; Completes tasks correctly and on time; Supports organization's goals and values.
- **Judgment** – Displays willingness to make decisions in a timely manner; Exhibits sound and accurate judgement; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process.
- **Motivation** – Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.
- **Planning/Organization** – Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Develops realistic action plans.
- **Professionalism** – Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.
- **Quality** – Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.
- **Safety/Security** – Observes safety and security procedures; Reports potentially unsafe conditions; Uses equipment and material properly.
- **Adaptability** – Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent changes, delays, or unexpected events.
- **Attendance/Punctuality** – Consistently arrives to work on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.

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- **Dependability** – Follows instructions; Responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.
- **Initiative** – Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed.
- **Innovation** – Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.

OTHER DUTIES AND RESPONSIBILITIES:

All other duties as assigned by Program Manager or CEO.

TRAVEL REQUIREMENTS:

- Ability to travel for activities such as meetings, classes, conferences and workshops in and out of the service area.

EMPLOYEE DECLARATION:

I have reviewed and understand the job functions of this position and state that I can perform these functions without accommodation: _____Yes _____No

If an accommodation is needed, please describe the reasonable accommodation required for you to perform these job functions.

Employee Signature

Date

Application Process: Submit resume, cover letter and three professional references with name, email and phone number by October 30, 2024