

Lutheran Services Carolinas

Job Description

Job Title: Safe Release Support Program Specialist (Bi-lingual)

Supervisor (title): Director of Programs

Department: Refugee and Immigrant Services

Approved by: Syhesia Sharpe 

Date: September 18, 2018

Position Purpose/Summary *(A brief descriptive statement that summarizes the overall purpose and objectives of the position, the results the worker is expected to accomplish and the degree of freedom to act.):*

The Safe Release Support Program Specialist's primary responsibility is to perform fingerprints for sponsors of unaccompanied minors. The process includes arranging appointments with sponsors, through answering phone calls and emails requesting appointments and working to maintain an up-to-date calendar of fingerprint appointments. When sponsors arrive for appointments, the Program Specialist will greet them in the reception area and lead them to the digital fingerprint site. He/she will help sponsors complete paperwork necessary for fingerprinting and perform the physical fingerprinting act. The Program Specialist is also responsible for handling walk-in sponsors in accordance with the fingerprint calendar.

Essential Functions *(List the tasks, duties, and responsibilities of the position that are most important to get the job done. The responsibilities should be listed in the order of importance, with the highest priority functions first. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.)*

1. Coordinate with sponsors, shelters, and LIRS to schedule fingerprint appointments for sponsors.
2. Complete paperwork accurately and in compliance with program standards. Makes copies of required documents for client files. Ensures that all files are accounted for and properly completed each month. Ensures that items are filed in an organized manner for quick retrieval and reference.
3. Enter sponsors' information accurately into the fingerprint database, conducts the digital fingerprints, and submits the completed information electronically.
4. Enter sponsor and minor information in the LIRS Children's Services Case Management System (CSCMS)
5. Refer clients to Legal Orientation Program for Custodians of Unaccompanied Alien Children (LOPC). Counsel sponsors on available resources in the area to assist with social support.
6. Maintain the Digital Fingerprint Machine through proper care and reporting of any technical issues.

7. Provide Program Manager with accurate data to ensure timely completion of reports and informs Program Manager about any issues related to the sponsors or equipment. Report patterns of problems or non-compliance to appropriate Program Manager.
8. Comply with the “Rules of Behavior for the HHS Digital Fingerprinting System” and the “Safe Release Support Program Manual”
9. Attend program trainings and conference calls.
10. May serve as interpreter when language skills are applicable for case services.
11. Conform with and abide by all regulations, policies, work procedures and instructions.
12. Maintain confidentiality and appropriately handle sensitive information in compliance with HIPAA standards.
13. Other duties as requested by supervisor.

Supervisory Responsibilities, if any (*The scope of the person’s authority, including the positions that report to the incumbent.*): N/A

Qualifications (Minimum Job Requirements): *The requirements listed below are representative of the knowledge, skill, and/or ability required for the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Education: Bachelor’s degree in a relevant area of specialty preferred. High School Diploma or Equivalent and two years general office experience including typing and/or keypunching data into a computer and monitoring data in paper and electronic format or any equivalent combination of training and experience which provides the required knowledge skills and abilities.

Experience: see above

Specific skills/abilities: **Must read, write and speak English and Spanish fluently.** General administrative skills; typing, filing, data entry. Superior computer skills including knowledge of Excel (create spreadsheets, sort, drop down menus, formulas, look up tables, etc.) and Access or another database. Ability to sort and file documents alphabetically and numerically. Ability to maintain confidential nature of the position. Must be accurate, detail oriented and organized. Ability to prioritize tasks. Good time management skills. Possess superior listening skills and patience.

Specialized knowledge, licenses, etc: Must have valid driver's license and maintain a safe driving record acceptable to the insurance carrier for Lutheran Services Carolinas.

Preferences (Optional): *(Preferred attributes for the position, which are not absolutely required in the minimum qualification - e.g. masters degree, bilingual).* Bi-lingual (Spanish)

Working Conditions/Physical Requirements: *(Please list work conditions for physical or other important issues which relate to the job; the conditions listed should be representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions).*

1. Sitting at desk in front of computer for extended periods of time.
2. Ambulatory in all locations, ability to navigate steps.
3. Ability to bend, stoop, and reach overhead.
4. Ability to work in a team environment with a diverse group of people and respond positively to clients.

This job description is not an employment contract. Lutheran Services Carolinas reserves the right to alter the job description at any time without notice.

Employee Signature

Date

Supervisor Signature

Date

Employee signature constitutes employee's understanding of the requirements, essential functions and duties of the position.