GOING HOME HAWAI`I

JOB DESCRIPTION: Program Assistant (PA)

Reports to: West Hawai`i Lead Care Coordinator

FULL-TIME EXEMPT

Primary Purpose:

Under the general supervision of the West Hawai`i Lead Care Coordinator (or designee), the Program Assistant (PA) provides essential administrative and program support exclusively to Going Home Hawai'i's West Hawai'i Reentry & Recovery Housing (WH RRH) program. The PA supports housing operations, participant flow, documentation, and internal coordination specific to WH RRH houses and participants.

The role is grounded in trauma-informed, nonpunitive, and culturally responsive practice aligned with HHF performance expectations for housing stabilization and GHH's mission to promote health, healing, and aloha.

Essential Duties & Responsibilities:

- Provide administrative and operational support exclusively to the West Hawai'i Reentry & Recovery Housing (WH RRH) program.
- Support care coordinators, housing staff, and program leadership with scheduling, logistics, and coordination related to WH RRH houses.
- Serve as a point of contact for WH RRH-related calls, emails, and referrals, ensuring timely routing and follow-up.
- Assist with preparation for WH RRH participant appointments, orientations, and internal housing-related meetings.
- Support WH RRH intake, move-in, and transition processes by preparing housing documentation, tracking bed availability, and coordinating logistics.
- Maintain accurate tracking of WH RRH occupancy, waitlists, move-ins, move-outs, and internal housing reports.
- Assist with coordination of housing-related needs such as keys, supplies, inspections, and administrative checklists.
- Assist with driving the agency vehicle and performing other duties that require transporting participants, including transportation to housing intakes, required appointments, program-related errands, or other approved WH RRH activities, in accordance with GHH vehicle use policies and safety protocols.
- Maintain accurate, timely, and compliant participant records, including intakes, consents, releases of information, service notes, and supporting documentation.
- Support data entry and tracking for HHF Year 4 performance measures, including housing placements, service engagement, and retention indicators.

- Assist with file audits, data quality checks, and preparation of documentation for funder monitoring and reporting.
- Support housing intake and move-in processes by preparing documentation, tracking bed availability, and coordinating logistics with staff and participants.
- Assist with tracking participant flow across RRH houses, waitlists, and transitions.
- Coordinate with external partners, as directed, to support referrals, appointments, and service linkages.
- Maintain internal tracking tools, spreadsheets, and shared calendars used for program operations.
- Assist with preparation of reports, summaries, and internal communications.
- Support onboarding processes for new participants, including orientation materials and administrative checklists.

General Responsibilities:

- Participate in required trainings, staff meetings, supervision, and professional development activities.
- Uphold GHH policies, ethical standards, confidentiality requirements, and trauma-informed organizational practices.
- Perform other related duties as assigned to support program operations and mission alignment.

Work Hours:

- Monday - Friday, 8:00 am to 4:30 pm, with some evening and weekend attendance required for agency events.

Required Qualifications:

Knowledge/Skills/Abilities:

- Proficient with Microsoft Office Suite (Word, Excel, PowerPoint, Outlook, SharePoint, etc.), databases, and electronic medical records.
- Demonstrated ability to work productively, both independently and as part of a team.
- Ability to work well and thrive professionally in an atmosphere of significant diversity, working with marginalized populations.
- Non-judgmental attitude and ability to respect the knowledge, actions, and feelings of others.
- Willingness and ability to do outreach and engagement within communities of underserved populations, including but not limited to people living with and/or are affected by substance use, hepatitis, houselessness, and mental health challenges.
- Excellent interpersonal, written, and verbal communication skills with the ability to manage sensitive and confidential situations with tact, professionalism, and diplomacy.
- Demonstrated ability to function as a team member, accept constructive criticism, and provide feedback and support.
- Capability to work well and thrive professionally in an atmosphere of significant diversity, working with marginalized populations.

- Good listening skills, non-judgmental, flexible, and able to handle complex situations/clients. Strong organizational, documentation, and time-management skills.
- Ability to work independently in field-based settings with minimal supervision.
- Proficiency with basic computer applications and web-based data systems.
- Valid Hawai'i driver's license, reliable personal vehicle, and required insurance; ability to travel locally and statewide.
- Justice-system lived experience is strongly valued.

Education/Experience:

- High School diploma or equivalent required; Associate's or Bachelor's degree in social services, human services, or a related field preferred.
- Minimum two (2) years of experience working with justice-involved individuals, people experiencing homelessness, or individuals with complex behavioral health needs.
- Demonstrated knowledge of the criminal legal system and community-based alternatives to incarceration.

Preferred Qualifications:

- Experience supporting housing programs, reentry services, or justice-involved populations.
- Familiarity with funder compliance, data tracking, or case management systems.
- Cultural humility and experience working with Native Hawaiian, AANHPI, and other historically marginalized communities.
- Ability to work collaboratively in a fast-paced, mission-driven environment.

Required Certifications:

- Valid Hawaii Driver's License and clean three-year (3-year) Driver's Abstract.
- COVID-19 Vaccination (if required by funder)
- TB Clearance
- Hep B Clearance and/or Vaccination
- Must pass Center for Medicare/Medicaid Services eligibility screening.

Physical & Environmental Requirements:

- Ability to conduct extensive outreach in outdoor and community-based environments.
- Capacity to walk, stand, sit, and travel for extended periods.
- Ability to lift and carry supplies or materials up to 20 pounds.
- Comfort working in varied weather conditions and diverse community settings.
- Ability to wear personal protective equipment when required.

GHH Benefits Package:

- Health, dental, vision, and prescription coverage with HMSA or Kaiser (100% covered premium)
- PTO Vacation accrual at 6.667 hours per month of active full-time employment from month 1 to month 59. From month 60 to month 119, accrual of 10 hours per month. Month 120 and beyond, accrual of 13.334 hours per month. (NOTE: Rollover of 40 hours vacation annually)

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- PTO Sick leave accrual at 6.667 hours per month of active full-time employment (NOTE: Sick Leave may not be accrued beyond 80 hours a year)
- 16 paid holidays and 2 half days off
- Bereavement leave with pay of up to 3 days

Starting Annual Salary: $45,000.00 per year