



THP Operations Specialist

Position: Full Time / Salary / Non Exempt

Supervisor: Clinical Services Manager

SUMMARY: The THP Operations Specialist works directly with the Clinical Services Manager and is responsible to provide customer services, administrative, reconciliation, and/or clerical duties to increase the overall operational efficiency of the Transitional Housing Program. The Specialist activity will focus to the following departmental processes: admissions, discharges, client/Veteran fees, program supplies, transportation, house safety and department budget.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Day-to-day provision and management of the THP Screening, Admission, and Discharge processes including:
 - Record, monitor and report relevant census information
 - Establish and maintain appointments and schedule (Screening and Admission)
 - Conduct screening, enrollment, and/or admission with Veterans: interviewing, signature of contracts, and/or collection of eligibility documentation.
 - Enter relevant information on each Veteran served in CES/HMIS data base.
 - Audit completed paper and electronic chart for accuracy and completeness.
2. Day-to-day provision and management of the THP Program Fee processes to include maintenance of a ledger, monthly statements, and coordination of deposits with finance.
3. Day-to-day provision and management of the Veteran / Program supply processes (inventory, ordering, expense reporting, and distribution) including:
 - MTA Identification and 31 Day Bus Pass
 - Alcohol and Drug Testing supplies and equipment
 - House / Program Supplies
 - Veteran Admission and Discharge Resources
 - Thrift Store Vouchers
4. Coordinate Van Transportation processes
 - Provides day-to-day management/coordination of the THP Driver(s) and related services
 - Create, monitor and maintain van driver schedule
 - Monitor and maintain department vehicles
5. With CSM, coordinate department efforts for compliance with agency, grant, and community standards for the clean and safe operation of each of the 7 THP houses including:

- Develop, revise, update and maintain operations manual for houses.
 - Conduct on-going training with staff, resident advisors and residents on operations
 - Conduct with Senior Facilities and Maintenance Technician, Case Managers and Resident Advisors, monthly house inspections to include monitoring of relevant safety logs and maintain record of results.
6. Assist CSM with the management of documentation for THP budget to include: supplies, program expenses, and staff expenses.

General Duties and Responsibilities:

1. Adhere to Agency and Department policies and procedures
2. Participate in Agency and Department meetings and events, collection of data/information, and Quality Improvement Monitoring and Review.
3. Perform other duties as designated by supervisor or agency

QUALIFICATIONS/KNOWLEDGE:

1. Associate degree required; bachelor's degree preferred.
2. Two or more years of experience office administration, operations management, preferred in social services setting.
3. Experience working with Veterans and/or comprehensive knowledge of regional veteran services.
4. Proficient in Microsoft Office and excellent written, oral and interpersonal skills.

PERSONAL:

1. Veteran preferred.
2. Excellent organizational, multi-tasking and time management skills.
3. Broad capacity for global thinking and creative problem solving.
4. Compassionate, energetic and team focused.

BENEFITS:

This position is full-time at 40 hours/week beginning immediately.

HOW TO APPLY:

A resume and cover letter should be submitted to jobs@osdtn.org. No phone calls please. Selected candidate must pass a drug test and background check.