



Job Title: Program Support Assistant

Programs: SSVF, ESG, HOME ARP, GPD

Reports To: Program Manager

Schedule: Full-Time, Non-Exempt (36 hrs/week)

What You'll Do

- Answer phones, greet clients, and manage front desk traffic
- Enter and maintain client data in HMIS and CounselorMax
- Track assessment cards and follow up within 1 business day
- Collect and review client documents for completeness (within 3 days)
- Keep client files organized, audit closed files, scan for storage
- Communicate with clients and case managers (return calls/emails within 1 day)
- Help with outreach and connect clients to community resources
- Assist with audits, reports, data tracking, and program compliance
- General office duties: filing, copying, mailing, document prep
- Pitch in on special projects as needed

What We're Looking For

- High school diploma or equivalent
- Solid writing and communication skills
- Comfortable with Microsoft Word, Excel, email, and web systems
- Organized, detail-oriented, and able to juggle tasks
- Able to work with people from all backgrounds in a fast-paced setting

Preferred:

- Admin or clerical experience
- Customer service or data entry experience
- Experience working with homeless or at-risk populations
- Veteran

Pay & Benefits

- Starting pay: **\$18/hour**
- **100% employer-paid** health insurance
- Employer-paid short- and long-term disability
- Employer-paid life insurance
- Retirement plan with employer match after 1 year

Apply Now

Submit your resume and a cover letter explaining your interest and fit for this role to rrhodes@hancockhrc.org.