



★ SERVING VETERANS ★

Operation Stand Down Tennessee
1125 12th Avenue South, Nashville, TN 37203-4709
(615) 248-1981 Fax (615) 248-1987 www.osdtm.org

THP Operations Specialist

Position: Full Time / Salary / Non Exempt

Supervisor: Clinical Services Manager (CSM)

Description: 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.

Principal Duties and Responsibilities

1. Day-to-day provision and management of the THP Screening, Admission, and Discharge processes.
 - Record, monitor and report relevant census information
 - Establish and maintain appointments and schedule (Screening and Admission)
 - Create and maintain supply of relevant forms and documents.
 - 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.
 - Complete monthly, quarterly and annual agency and VA reporting.
2. Day-to-day provision and management of the THP Program Fee processes
 - Maintain a ledger of Veteran accounts
 - Prepare monthly statement of account for Veterans
 - Receive and post payments to ledger
 - Deposit payments with Finance
3. Day-to-day provision and management of the Veteran / Program supply processes (inventory, ordering, expense reporting, and distribution)
 - MTA Identification and 31 Day Bus Pass
 - Alcohol and Drug Testing supplies and equipment
 - House Janitorial Supplies
 - Veteran Admission and Discharge Resources
 - Thrift Store Vouchers
 - Veteran Client Activities and Groups
4. Coordinate Van Transportation processes
 - Create, monitor and maintain van driver schedule
 - Monitor and maintain department vehicles

OSDTN is an equal opportunity provider of services and an equal opportunity employer-Civil Rights Act of 1964 and Americans with Disability Act of 1990.

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.
 - Develop, revise, update and maintain operations manual for houses.
 - Conduct on-going training with staff, resident advisors and residents on operations
 - Conduct with Case Managers and Resident Advisors, monthly house inspections to include monitoring of relevant safety logs and maintain record of results.
 - Program Supplies
6. Assist CSM with the management of documentation for THP budget
 - Office Supplies
 - Conference / Mileage / Travel Expense
 - Staff Phone Expense

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

ATTENDANCE:

To perform the job successfully, an individual must be punctual and timely in meeting all requirements of performance, including, but not limited to, attendance standards and work deadlines; beginning and ending assignments on time; and scheduling work breaks, where applicable.

COMPETENCIES:

To perform the job successfully, an individual should demonstrate the following competencies:

Intellectual

- Confidentiality – Exercises discretion in all aspects of work; Maintains confidentiality of sensitive information; Demonstrates ability to interact with colleagues while maintaining confidentiality on all matters.
- Analytical - Collects and researches data; Uses intuition and experience to complement data; Designs work flows and procedures.
- Design - Generates creative solutions; Demonstrates attention to detail.
- Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations.
- Technical Skills - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.

Interpersonal

- Customer Service - Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.
- Liaison – Communicates clearly between internal staff and external service providers to facilitate accuracy of data and effective, efficient processes.
- External Working Relationships – Develops and maintains courteous and effective working relationships with clients, vendors and/or any other representatives of external organizations.

Organization

- Cost Consciousness - Works within approved budget; Develops and implements cost saving measures.
- Flexibility – Capable of responding to and anticipating rapidly changing external and internal demands without diminishment in work performance; demonstrates professionalism during periods of organizational change.
- Safety and Security – All employees are responsible for observing safety and security procedures as applicable and reporting potentially unsafe conditions to management.

SUPERVISORY RESPONSIBILITIES:

This position has no supervisory responsibilities.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION AND/OR EXPERIENCE:

Associate degree required, bachelor degree preferred and /or commensurate two or more years of experience office administration, operations management, preferred in social services setting.

LANGUAGE SKILLS:

Ability to communicate, read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from, clients, customers, and the general public.

COMPUTER SKILLS:

An individual should have knowledge of: Spreadsheet Software (Excel and Pivot Tables); Word Processing Software (Word); Electronic Mail Software (Outlook); Presentation software (PowerPoint).

CERTIFICATES, LICENSES, REGISTRATIONS:

- Possess valid, current Tennessee Driver's License.

OTHER SKILL, ABILITIES, AND QUALIFICATIONS:

- Veteran preferred.
- Excellent organizational, multi-tasking and time management skills.
- Broad capacity for global thinking and creative problem solving.
- Compassionate, energetic and team focused.
- Comfortable in individual, group and public speaking environments.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.