



Post Release Services and Home Study Program Quality Case Records Specialist

Reports to: Program Director

Hours: FT Position – 8:30am-4:30pm Monday through Friday but flexible schedule required

MISSION AND NEED

Holy Family Institute (HFI) is a 120-year-old Catholic organization with an impeccable history of serving children and families in the Pittsburgh Region. We are one of Pittsburgh's largest social service organizations operating 15 programs in three counties. We are an independent organization guided by Catholic Social Teachings and serving people of all faiths and backgrounds.

Please Note: Candidates will be required to show proof of being fully vaccinated against COVID-19 upon commencing employment. Reasonable accommodations will be considered on a case-by-case basis for exemptions to this requirement in accordance with applicable law. Applicants should be aware that for client-facing roles, particularly those involving close contact with vulnerable individuals, accommodations that involve remaining unvaccinated against COVID-19 may not be deemed reasonable. The Company will engage in the interactive process on an individualized basis in light of each particular role.

General Statement of Duties: The primary role of this position is to assist with maintaining the records of the minors and sponsors files and folders online and in paper. Minors and sponsors are being served for Post Release Services and Home Study. Main duties include but are not limited to filing, auditing files, generating, scanning, and uploading confidential documents from different places to our Program Share Point site, and/or to the UC Portal, and providing clerical support to the Program Director and/or Regional Supervisors. This person will also be responsible for ensuring that all the required documentation is present to close the master files, as well as making electronic copies of documents that are in hard copy only, and making them available when third parties or internal parties request the files (e.g. ORR, HFI quality and control staff, others). As an intermediary, it is imperative for the staff in this role to be detail oriented, to be able to manage different files at the same time, to have good social skills, and the ability to work as part of a team. It is key for this person to be able to work both remotely and in-person. A minimum of two days in person is required, with the expectation that more on-site days may be required per request to either HFI campus. Excellent knowledge and experience working with Microsoft Suites such as: Word, Excel, Share Point, Teams.

Essential Functions:

1. Promotes the Mission and Philosophy of Holy Family Institute

2. Files documents.
3. Audits master files.
4. Scans and uploads documents to Share Point, site and/or UC portal.
5. Ensures accuracy and completeness of documentation in order to close master file.
6. Makes electronic copies as needed.
7. Promotes positive professional image of the agency through interpersonal interactions and appearance.
8. Develops and maintains professional and supportive relationship with all agency staff, volunteers, local community members and outside contractors and vendors.
9. Must have flexible hours based on needs of program
10. Attend required trainings and staff meetings
11. Supports all functions that attain and maintain accreditation and compliance with regulatory agencies.
12. Communicates appropriate information to other departments in a timely and effective manner.
13. Participates in appropriate professional development programs to attain and maintain competency.
14. Complies with all policies and procedures as defined by the Employee Manual.
15. Adheres to all Agency and departmental Safety Procedures including reporting any unsafe practices, equipment and environment, and takes an active role in correcting the unsafe practice, equipment or environment through proper notification.
16. Model appropriate behaviors (e.g., respect for others, appropriate dress, appropriate conflict resolution, etc.). Actively working to reduce bias and promote cultural sensitivity and acculturation.
17. Promoting and utilizing culturally sensitive care and treatment of co-workers.
18. Comply with Quality and Control standards in accordance with ORR, OCFS, OSHA, DPW and agency health and safety standards.

Minimum Requirements

High School Diploma or GED, Associate's Degree or higher preferred. Experience with Microsoft Office Suite required. Must be at least 21 years of age, possess a valid driver's license, and be able to perform physical activities, have good verbal, written and oral communication skills. Act 33/34 and FBI clearances required. Fluency in Spanish and English (read, write and speak) preferred. EOE

COMMITMENT TO SOCIAL JUSTICE

Holy Family Institute and its affiliated organizations are committed to an environment that respects and values every human being and individual differences. We will invest time and resources to create an inclusive environment for all of our stakeholders. This means we will respect diversity that includes race, ethnicity, gender, socioeconomic status, education, disability, language, and sexual orientation. We also believe that we should be "Faithful Listeners" and embrace diversity of ideas, perspectives, and values. We believe in providing access, opportunity, fair treatment, and advancement for all people. Believing that "God is Found in Everyday Activities" we will do our best to eliminate barriers that prevent full participation in our programs and services. We believe "Loving Relationships" means that all are welcome, all are neighbors, and there are no exceptions. With this belief we aim to create an environment in which any individual or group can feel welcomed, respected, supportive, and valued.

Holy Family Institute is an Equal Opportunity Employer