



## Day Program Specialist

**Wanted:** A versatile, energetic individual to join Hands On Hartford as a Day Program Specialist. In this full-time role (37 hours/week), you will provide direct services and navigation support to Day Program participants, with a strong focus on engagement, housing access, and connection to community resources. You will also collaborate closely with Gather55, HOH's mission-driven, pay-what-you-can restaurant, to ensure a safe and welcoming community space.

The schedule is primarily Monday–Friday (Monday–Thursday 8:30 AM–4:00 PM; Friday 9:00 AM–4:00 PM). Flexibility is expected, with potential early morning, evening, or weekend hours, including supporting at least one agency holiday meal each year.

**Why work at Hands On Hartford:** Hands On Hartford, located in the vibrant Parkville neighborhood of Hartford in partnership with others, strengthens community in Hartford by responding faithfully to people in need through programs that change lives and renew human possibility. We're a 56-year-old nonprofit that values team work and takes a strengths-based, collaborative approach to all we do.

### As a Day Program Specialist: You will do many things including but not limited to:

- Provide navigation and direct support services, including referrals, employment/job-training supports, transportation assistance, and crisis prevention.
- Engage participants not connected to case management and support access to the Coordinated Entry System.
- Assist with housing assessments, basic needs, and community connections.
- Answer phones, assist walk-ins, and support front desk operations.
- Complete intakes, maintain accurate client records, and enter data for services and referrals.
- Collaborate with Day Program staff, Gather55, and community partners to maintain a safe environment.
- Use de-escalation techniques to respond to crises and support volunteers or interns as assigned.

### You may be a good fit if you:

- Believe in our mission and core values.
- High school diploma required (college degree preferred).
- 2+ years of experience supporting individuals experiencing homelessness, mental health, or substance use challenges.
- Experience with de-escalation and crisis intervention.
- Strong communication and interpersonal skills.
- Comfort using Microsoft Word, Excel, and Outlook.
- Bilingual English/Spanish preferred.
- Able to lift and carry at least 25 pounds.

### We care passionately about our employees and offer:

- Dedicated and friendly co-workers.
- Competitive Salary.
- Paid time off-12 holidays, vacation, personal time, and sick leave.
- 401 K contribution and employer match.
- Free on-site parking.

**Pay:** Range \$19-\$22 per hour.

### If this sounds like a good fit to you:

Send letter of interest & resume to: Jennica Torres, Program Manager,  
Homeless Prevention, Day Center and Food Access

Email: [jtorres@handsonhartford.org](mailto:jtorres@handsonhartford.org)

AA/EOE