



## POSITION DESCRIPTION

**Position:** Administrative Assistant  
**Program:** Supportive Services for Veteran Families  
**Reports to:** Intake Supervisor  
**Status:** Non-Exempt  
**Revised:** 7/2016

### POSITION SUMMARY:

This position is responsible for interviewing applicants to the Supportive Services for Veteran Families Program to determine eligibility for financial assistance, provide resources and referrals. This position sustains quality relationships with all clients to insure prompt completions and approval of applications.

### OBJECTIVES/ACTIVITIES:

- I. Responsible for performing daily work requirements to achieve established objectives of the department.
  - A. Provide screening records and client services in compliance with Volunteers of America policies and the Veterans Administration SSVF Regulatory and Funding requirements.
  - B. Maintain positive interactions with applicants, VA staff and other agencies.
  - C. Assist in the Maintenance of applicant files which will include personal information
    - a. Identification, birth certificates, criminal background results, income status, credit history,
    - b. homeless certification,
    - c. military discharge status, employment history, family composition and all other
    - d. eligibility data in a timely fashion.
    - e. Conduct telephone screenings to target the veterans most likely to be eligible for SSVF.
    - f. Provide timely feedback to prospective applicants.
  - D. Knowledge of available Vet resources in all counties we serve.
  - E. Perform clerical activities including reception duties, greeting the public, answering telephone, typing, filing, copying, maintaining spread sheets, data collection, and mail distribution.
  - F. Maintain office supply inventory within stated budget and control of office supplies.
  - G. Establish and maintain files, records and statistical data.
  - H. Keep office machines maintained, arrange for repair when necessary.
  - I. Assist in maintenance of mailing lists and any document distribution.
  - J. Update Call Screening Database on a weekly basis.
  - K. Maintain outreach inventory supply and outreach closet.
  - L. Maintain inventory of all SSVF/staff templates in Copy Room.
  - M. Create and maintain vendor resource notebook, update with purchase orders, account numbers, contact info.
  - N. Perform other duties as assigned by Intake Supervisor and Director.
- II. Responsible for assistance with client development.
  - A. Assure a safe, non-judgmental environment for the clients.
  - B. Maintain positive, professional, relationships with clients and staff.
  - C. Participate in agency training sessions.

III. Assist Intake Supervisor.

- A. Answer all phone calls to Intake Line and check messages throughout the scheduled work day.
- B. Complete Prevention Threshold Screening Form.
- C. Schedule intake appointments on google calendar.
- D. Follow up on all pending files for outstanding documents for potential SSVF clients.
- E. Assist with file organization: Create Files for all accepted Veterans and Exit files each month and file in appropriate file cabinet.

IV. Responsible for self-development

- A. Continually learn and enhance technical and interpersonal skills.
- B. Attend staff meetings/assigned training seminars and complete required certifications, i.e. CPR, First Aid, etc.

**EDUCATION AND EXPERIENCE:**

This position requires the ability to provide services to clients without ethnic or social prejudices and a working knowledge of SSVF eligibility requirements. Knowledge and experience with the low income population and experience in the social services field is required. Excellent computer skills and ability to manage data is necessary. CPR/First Aid certification is required within 90 days of employment, re-certification as necessary and T.B. testing annually. A valid California driver's license is required to operate VOA vehicles.

**SPECIFIC SKILLS REQUIRED:**

Strong Computer Skills (excel, word, drop box, google calendar)  
Teamwork skills  
Oral and written communication skills  
Ability to assist other people  
Organizational skills  
Analytical and decision making ability

**PHYSICAL REQUIREMENTS:**

Lift and move up to 25 pounds  
Stand, walk, bend, stoop, and sit frequently  
Kneel occasionally

**NATURE OF SUPERVISION RECEIVED:**

Daily activities are many times performed independently with accessible guidance and direction from the Intake Supervisor or designated lead. Must be able to function both independently and in a team environment working towards attainment of operational goals and contract compliance.

**SUPERVISION EXERCISED:**

This position will be supervised by Intake Supervisor and reports to both Intake Supervisor and the Program Director.

**RESPONSIBILITIES FOR BUSINESS CONTACTS:**

This position requires daily contact with business entities, clients, and all levels of support staff. This position is responsible for promoting company image and adhering to company practices and procedures, while establishing and maintaining good working relationships with all clients. Tact, discretion, and resourcefulness are required at all times.

**This Administrative Assistant job description does not constitute a written or implied contract and may be changed as business needs arise.**

Indicate anything that would keep you from meeting the job duties as outlined above.

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Employee Signature \_\_\_\_\_ Date Signed: \_\_\_\_\_