

## **POSITION DESCRIPTION**

**Position:** Program Assistant  
**Program:** Supportive Services for Veteran Families (SSVF)      **Status:** Non-Exempt  
**Reports to:** Case Manager Supervisor      **Revised:** 1/2021

### **POSITION SUMMARY:**

Under general supervision, the Program Assistant is responsible for assisting the Case Manager Supervisor and the SSVF team with helping veteran clients to increase their housing stability. This may include, but is not limited to, assisting with home visits, move-ins, transports, and other office duties as needed.

### **OBJECTIVES/ACTIVITIES:**

- A. Responsible for performing daily work requirements to achieve established objectives of the department.
  - 1. Provide records and services in compliance with SSVF policies, regulatory and funding source requirements.
  - 2. Maintain positive relationships with program clients, Volunteers of America staff, the Veterans Administration and all community service agencies.
  - 3. Provide transportation for clients when appropriate support for their housing stability needs
  - 4. Be an effective mediator and advocate for all housing clients.
  - 5. Work with the SSVF team to assist in move-ins, outreach, and obtaining permanent housing
  - 6. Process referrals from partnering agencies in a timely manner.
  - 7. Provide and assist with QA of client files to include putting together new case files.
  - 8. Assist with processing referrals from partnering agencies in a timely manner.
  - 9. Attend all required meetings/trainings.
  - 10. Perform other duties as assigned.
  
- B. Responsible for assistance with client development.
  - 1. Liaison between clients and community service agencies to meet client needs.
  - 2. Maintain a list of all available community services and providers.
  - 3. Assure a safe, non-judgmental environment for the clients.
  - 4. Maintain positive, professional, relationships with clients and staff.
  - 5. Participate in agency and outside training sessions.
  
- C. Responsible for all areas of daily program maintenance in compliance with company policies.
  - 1. Document and report all client concerns and/or infractions that can impact the program security.
  - 2. Secure approval for exceptions to standard policy.
  - 3. Notify management of potential workflow problems and resource needs necessary to attain performance standards.
  - 4. Adhere to staffing schedules in order to provide adequate/safe staffing coverage and to accomplish program objectives.
  - 5. Perform reasonably related duties as assigned.
  
- D. Responsible for self-development.
  - 1. Continually learn and enhance technical and interpersonal skills.
  - 2. Attend meetings/assigned training and complete required certifications, i.e. CPR, First Aid, etc.

### **EDUCATION AND EXPERIENCE:**

Knowledge and experience with the low income population and/or experience in the social services field highly preferred. This position requires demonstrated ability in record keeping, filing, and excellent written and verbal communication skills. Ability to provide services to clients without ethnic or social prejudices, knowledge of problems unique to women, veterans, minorities, persons with disabilities, substance abusers, low income, and the general homeless population. This position requires CPR and First Aid training within ninety (90) days of employment date and recertification as necessary. A valid California driver's license, ability to meet organization's insurance carrier guidelines, and proof of insurance required. Must undergo a criminal background check.

### **SPECIFIC SKILLS REQUIRED:**

Excellent oral and written communication skills  
Ability to assist and motivate other people  
Organizational skills  
Analytical and decision making ability  
Statistical and mathematical skills  
Computer Skills

### **PHYSICAL REQUIREMENTS:**

Lift and move up to 20 pounds  
Stand, walk and sit frequently  
Climb stairs as needed  
Bend and stoop occasionally

### **NATURE OF SUPERVISION RECEIVED:**

Daily activities are performed independently with guidance and direction from the Case Manager Supervisor. Must be able to work independently toward attainment of operational goals and contract compliance.

### **RESPONSIBILITIES FOR BUSINESS CONTACTS:**

This position requires daily contact with county/state/city and business entities, clients, and all levels of staff. The Program Assistant is responsible for promoting company image and providing advice on company practices and procedures, while establishing and maintaining good working relationships with all clients. Tact, discretion, and resourcefulness are required at all times.

### **FINANCIAL RESPONSIBILITY:**

Substantial financial loss through loss of business contracts is possible; thus all expenditures must be approved by the Case Manager Supervisor / Program Manager.

### **NUMBER OF EMPLOYEES:**

No employees report to this position.

**This Program 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 \_\_\_\_\_