

Position Description

Position: Program Assistant
Program: Foster a Dream
Reports to: Program Manager

Status: Non-Exempt
Date Revised: 9/2017

Position Summary:

Under the direction of the Program Manager, the part time Program Assistant will help ensure the success and continuing growth of the programmatic aspects of Foster a Dream and foster youth services within Volunteers of America. The Program Assistant is responsible for assuring quality service in a safe, non-judgmental manner to all clients, visitors, and employees compassionately and professionally as it relates to the specific administration job duties. Objectives include clerical support to program staff, as well as providing professional direction and guidance to volunteers and visitors as required. Work is performed in a cost effective and service oriented manner as it relates to established organizational standards.

Objectives/Activities:

- A. Responsible for performing daily work requirements to achieve established objectives of the program office.
 1. Greet the public and provide assistance to all walk-in visitors to the program office.
 2. Receive all incoming calls, answer questions from clients, visitors and staff, and direct calls as needed.
 3. Order, distribute and maintain office supply inventory.
 4. Organize and maintain cleanliness of office including reception area, conference room and break room.
 5. Prepare, receive and distribute mail.
 6. Maintain the program activities schedule.
 7. Copy, fax, and distribute documents for Program Manager as requested.
 8. Pick up, deliver, organize, and inventory all program donations and donated items.
 9. May perform other duties as assigned.

- B. Provide clerical support to Program Manager
 1. Create & maintain file folders for clients, mentors, and volunteers
 2. Assist in program development, planning, and activities
 3. Be engaged with visitors, volunteers, and clients
 4. Assist with the creation of documentation for program needs.

- C. Responsible for Self-Development
 1. Continually learn and enhance technical and interpersonal skills.
 2. Attend staff meetings/assigned training & seminars and complete required certifications as needed to perform duties.
 3. Have a personal burn out prevention plan and communicate it with Program Manager

Equivalent Education and Experience:

This position required demonstrated ability to communicate and comprehend oral and written instructions and to provide services to clients without ethnic or social prejudices. It requires general knowledge of issues and challenges unique to foster youth and the foster care system. A minimum of a high school diploma is required. Necessary office skills include proficiency with computers, especially data entry using Excel and Word Processing. The position requires demonstrated ability in record keeping, mathematical comprehension, good written and verbal communication skills, ability to provide a kind and welcoming environment to all visitors and polite telephone demeanor. Physically able to pick up, move, and organize individual and boxed/bagged donated items. Must have a valid driver's license and clean driving record; some local travel required. Must also pass a criminal history background check.

Specific Skills Required:

Teamwork
Oral and Written Communication
Computer (word, excel, publisher, power point)
Organizational
Analytical and Decision Making Abilities

Physical Requirements:

Lift and Move Up to 30 Pounds
Physically able to safely maneuver weight distribution of office supplies and in kind donations
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 designated lead. This person must be able to function both independently and in a team environment working towards attainment of operational goals.

Supervision Exercised:

This position does not supervise, however, may be delegated training and lead responsibilities to volunteers, interns, and temporary support as needs may require.

Responsibilities for Business Contacts:

This position requires daily contact with visitors, volunteers, Board of Directors, Advisory Board Members, clients, and all levels of staff. The Program Assistant is responsible for promoting company image and adhering to company practices and procedures, while establishing and maintaining good working relationships with all individuals with whom he/she interacts. Tact, discretion, and resourcefulness are required at all times.

Financial Responsibility:

Minimal, however, errors in receipts and expense reports for accounting can have major impact.

Number of Employees:

No employees report to this position.

This Foster a Dream 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.

Employee Signature _____ Date Signed: _____