

## **POSITION DESCRIPTION**

Position: Program Assistant  
Program: Rapid ReHousing  
Reports to: Program Director  
Status: Non-exempt  
Date Prepared: 01/16

### **POSITION SUMMARY:**

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 administrative job duties. Objectives include clerical support to Program Director, as well as providing assistance to other staff, as required. Work is performed in a cost effective and service oriented manner as it relates to established organizational standards.

### **OBJECTIVES/ACTIVITIES:**

- A. Provide assistance to Program Director
  - 1. Assist with general clerical duties.
  - 2. Receive all incoming calls, answer questions for clients, visitors and staff, and direct calls as needed.
  - 3. Order, distribute and maintain office supply inventory.
  - 4. Maintain schedules for workshops.
  - 5. Assist with monthly, quarterly and annual reporting.
  - 6. Copy, fax and distribute documents as requested by Program Director.
  - 7. Perform reasonably related duties as assigned by the Director.
- B. Provide assistance to Intake Coordinator
  - 1. Maintain and update client lists.
  - 2. Assist with gathering HMIS data and documentation.
  - 3. Assist with preparing and formatting documents.
  - 4. Develop and maintain effective filing system.
- C. Provide assistance to Case Mangers
  - 1. Create client files and file confidential information.
  - 2. Generate weekly calendar for staff related to exits and reassessments.
  - 3. Assist with home visits when needed.
- D. Provide assistance to Housing Specialists
  - 1. Assist with landlord correspondence.
  - 2. Maintain housing paperwork related to inspections.
  - 3. Provide assistance with clerical needs.
- E. 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.

- F. Responsible for training and development of new staff.
  1. Assist in department orientation and training for new employees as requested to assure quality work outcomes.
  2. Identify appropriate ongoing training for both new and existing staff and report needs to management.
  3. Serve as part of the program development team by providing information and support for the development of quality operations.
  4. Maintain an above average working knowledge of fire, safety, and health standards to assure safe work environment for clients and all personnel.
  
- G. Responsible for self-development.
  1. Continually learn and enhance technical and interpersonal skills.
  2. Attend staff meetings/assigned training seminars and complete required certifications, i.e. CPR, First Aid, etc.

**EQUIVALENT EDUCATION AND EXPERIENCE:**

A Bachelor’s Degree in social services, or a related field, is preferred. A minimum of a high school degree, or GED, is required. Three (3) years prior administrative, or related, experience is required, however, a combination of education and experience will be considered. This position requires 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 homelessness, substance abuse, young adults, minorities, and persons with disabilities. 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 a polite telephone demeanor. Must have a valid California driver license and clean driving record.

**SPECIFIC SKILLS REQUIRED:**

Teamwork skills  
 Oral and written communication skills  
 Computer skills  
 Organizational skills  
 Analytical and decision making ability

**PHYSICAL REQUIREMENTS**

Lift and move up to 25 pounds  
 Physically able to safely maneuver weight distribution of office supplies  
 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 assigned support as needs may require.

**RESPONSIBILITIES FOR BUSINESS CONTACTS:**

This position requires daily contact with visitors, 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 distribution for accounting can have major impact.

**NUMBER OF EMPLOYEES**

No employees report directly to this position.

**This 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: \_\_\_\_\_