



## POSITION DESCRIPTION

Family Support Case Aide	
<b>Department: La Posada Interim Housing</b>	<b>Status: Regular Full-time, Non-Exempt</b>
<b>Reports to: Children and Youth Support Coordinator</b>	<b>Last Reviewed: April 2023</b>
<b>Titles reporting to this role: None</b>	<b>Next Review Date:</b>

### *Position Summary:*

Under the supervision of the Children and Youth Support Coordinator, this position assists in planning, coordinating and directly supervising activities for school-aged children of La Posada. This position also assists with other various day-to-day programming functions, to support La Posada participants and program staff, as needed.

### **Essential Duties and Responsibilities**

Include the following, other duties as assigned:

#### *Program Support*

Assists with food/meal distribution when needed. When needed, assists in covering the reception desk and answering phones, greeting visitors, as well as managing any/all other receptionist/case aide duties as assigned. Provides Receptionist coverage, in the absence of the Receptionist/Case Aide. Assists with various day-to-day programming functions, to support La Posada participants and case management staff. Assists in the La Posada clothing boutique (organization and/or coverage) when needed.

Assists the Children and Youth Support Coordinator in developing, coordinating and supervising activities for school-aged children of La Posada. Assists in identifying age-appropriate educational and recreational activities and in developing short and long-term plan for children activities and workshops. Assists in the coordination of the Afterschool program's snacks/meals for children. Assists in maintaining the sanitization, cleanliness and organization of the children's rooms. Helps facilitate safe socialization and exploration within the Afterschool program environment. Other duties as assigned by Coordinator or Director to support program operations.

#### *Participant Care and Service Delivery*

Under the guidance of the Child and Youth Support Coordinator, serves as a liaison between child, parents and schools, when needed. Provides child supervision, when needed, during family intakes and enrollments, as well as during scheduled case management meetings. Assists in the supervision of children in the Afterschool program and monitors their safety at all times. Assists with homework and provides tutoring to school-age children.

Fosters positive and collaborative relationships with parents and actively engages children in positive educational and/or recreational activities. In the absence of the Coordinator, manages afterschool activities and supervision of the children (with supervisory assistance from other staff).

#### *Performance & Quality Management*

Nurtures positive and collaborative working relationships with other agency staff as well as outside providers. Incorporates the agency mission, philosophy, and core values into direct daily work and decision-making. Adheres to program and agency policies and procedures.

Cultivates a professional and respectful work environment. Is actively involved and knowledgeable of the agency's Performance Quality Improvement process. Participates in La Posada and agency committees, attends staff meetings, and professional development training as needed. Participates in regular supervision with the Child and Youth Support Coordinator.

Promptly reports situations that pose a threat to staff, participants, or agency, according to the agency's Incident/Accident Reporting system.

#### *Administrative Tasks*

Prepares reports and calendars as requested by the Children and Youth Support Coordinator. Maintains updated child participant files and proper documentation (e.g. Afterschool program forms, report cards, health checks, etc.) and completes any data entry needed.

Approves time sheets and ensures compliance with agency and funder guidelines.

Accountable for daily activities within the allowable activities approved by the agency.

#### **General Requirements:**

Sensitivity to cultural diversity is required. Will be subject to drug and alcohol screening, as well as aptitude and skills' testing. To perform this job successfully an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to perform the essential functions.

#### **Education/Experience:**

High School Diploma or GED required and prior experience working with young children is strongly preferred.

#### **Language Skills:**

Bilingual in Spanish and English preferred.

#### **Computer Literacy & Knowledge Skills Abilities:**

Basic computer literacy is required. Must be able to use Microsoft Office applications including Outlook.

#### **Mathematical Skills:**

High School or GED level math skills required; must demonstrate the ability to add, subtract, multiply and divide.

#### **Operating Environment and Working Relationships:**

Ability to work independently and collaboratively, as indicated. This position interacts regularly with multi-level staff and participants and other staff throughout the agency. Must develop and maintain positive and professional relationships with others. Must demonstrate tact, professional composure and diplomacy when interacting with others.

#### **Decision Making Authority:**

Under the guidance of the Child and Youth Support Coordinator, must demonstrate the ability to work independently in executing tasks, utilizing good judgment and sound decision-making; must demonstrate discernment regarding issues or situations, which warrant supervisory attention.

#### **People Management:**

N/A; this position does not supervise others.

### **Remote Work/Technology (WIFI)/ Mobile Phone Usage:**

Not eligible for remote work. A personal mobile phone is not required and therefore not eligible for mobile phone reimbursement.

### **Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to sit, talk and hear. The employee frequently is required to use hands. Must be able to lift and carry up to 25lbs.

### **Work Environment:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

### **Other:**

Must demonstrate patience and good interpersonal skills and communication skills, especially in the context of interactions with children.

Must be able to comprehend oral and written communication and to follow-through on assigned tasks/directives in a timely manner.

Must demonstrate the ability to work effectively under pressure and the ability to establish and maintain harmonious working relationships with others.

### **Disclaimer:**

The statements herein are intended to describe the general nature and level of work being performed by the employee in this position. The content of this job description is not intended to be constructed as an exhaustive list of all responsibilities, duties, and skills required of a person in this position.

### **I acknowledge and understand that:**

Receipt of the position description does not imply nor create a promise of employment, nor an employment contract of any kind, and that my employment is at-will.

- The job description provides a general summary of the position in which I am employed, that the contents of this job description are job requirements and, at this time, I know of no limitations which would prevent me from performing these functions with or without accommodation. I further understand that it is my responsibility to inform my supervisor at any time that I am unable to perform these functions.
- Job duties, tasks, work hours and work requirements may be changed at any time.

**Employee Signature/ Firma de Empleado:** \_\_\_\_\_

**Date/ Fecha:** \_\_\_\_\_

