



POSITION DESCRIPTION

Program Assistant (Part-Time)	
Department: Violence Prevention & Intervention (VPI) Program	Status: Part-time, Non-Exempt
Reports to: VPI Program Director	Last Reviewed: October 2022
Titles reporting to this role: None	Next Review Date: March 31, 2023

Position Summary:

Casa Central's Violence Prevention & Intervention (VPI) program provides high-quality, culturally and linguistically attuned, trauma-informed therapy and support services to individuals and families impacted by domestic violence, child abuse/neglect, and other traumas. The Program Assistant provides administrative, clerical, and general program support to staff to ensure successful day-to-day operations. The Program Assistant may also provide direct services to individuals impacted by domestic violence such as crisis intervention, safety planning, linkage to needed resources, and case management as needed, as well as provide childcare services during adult-focused therapy sessions and meetings.

Essential Duties and Responsibilities

Include the following, other duties as assigned:

General Administrative tasks

Approve time sheets and ensure compliance with agency and funder guidelines, ensuring that daily activities are within the allowable activities approved by the agency. Prepare monthly and quarterly reports on services, demographics, and program activities for funders and other stakeholders. Complete the ongoing data entry and management related to funders' reporting requirements across various databases including agency demographics. Assist program staff with output of materials, preparing packets and coordinating activities and meetings. Assist program staff in the maintenance and data tracking of time sheets in accordance with funder requirements. Maintain office supplies and equipment, including organizing and arranging the reception area and child play areas to ensure that they are kept in proper order. Accept messages when staff is unavailable and communicate information in a timely manner. Answer telephone inquiries and greet visitors in a polite and courteous manner. Ensure the program site is in compliance with fire and other safety requirements, including monitoring first aid kits, following up on maintenance requests, etc. Participate in program staff or team meetings including team trainings, supervision and consultations, as appropriate; maintain minutes and other required documentation. Provide onsite coverage to respond to walk-ins and other program needs. Assist in placing orders and tracking of supplies, equipment, transportation cards and gift cards. Follow up with documentation needed from the DCFS Consent Unit.

Participant Care

Perform timely intakes of clients as needed, including gathering information over the phone and in-person related to individuals being referred to the programs; collecting comprehensive data sets from families in keeping with program, funder, and other mandates; maintaining and monitoring the program waiting lists as indicated, including providing periodic check-in phone calls to families waiting for services to update them on their wait list status and offer any additional community-based resources and referrals. Implement timely crisis intervention strategies to help victims/survivors of domestic violence, including provision of information and community referral services. Design and support implementation of safety plans for victims/survivors of domestic violence.

Program-Specific Activities

Nurture positive and collaborative working relationships with other agency staff as well as outside stakeholders and partners. Cultivate a professional and respectful work environment. Maintain current knowledge of laws and regulations governing domestic violence issues as well as the protection of victims/survivors of domestic violence. Participate in the coordination and facilitation of staff meetings, group supervision and professional development opportunities; participate in monthly program staff or team meetings including team trainings. Participate in weekly individual and/or group administrative and clinical supervision, including consultations, as appropriate. Participate in ongoing training opportunities. Follow confidentiality guidelines at all times, according to agency policies and procedures and the Social Work Code of Ethics. Report any suspicion of client, child, or elder abuse to proper authorities according to Mandated Reporting Laws.

Program Support

Provide direct supervision of child clients on an as-needed basis, as well as childcare services during VPI services including groups or special events.

Community Outreach

Support program outreach and marketing efforts, including representing VPI at community functions, health and resource fairs, etc., as needed; may accompany VPI staff to trainings, workshops, or meetings in the field. Participate in the planning, communication and co-facilitation of VPI's Safe from the Start coalition.

Performance & Quality Management

Implement the agency mission, philosophy, and core values to direct daily work and decision-making. Adhere to agency policy. Be actively involved with, and knowledgeable about, the agency's Performance Quality Improvement (PQI) structure and process. Participate in case record review procedures.

General requirements:

Sensitivity to cultural diversity is required. Experience working with victims/survivors of domestic violence preferred. 40-hour Domestic Violence Training Certification is required for this position. Candidates who are already certified are strongly preferred; otherwise, certification must be obtained within 3 months of hire. Will be subject to drug and alcohol screening, as well as aptitude and skill 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 or its equivalent; some college preferred. Administrative assistant or clerical experience strongly preferred. Must have good writing and time management skills sufficient to fulfill direct service and documentation responsibilities. Must demonstrate initiative and excellent interpersonal skills.

Language Skills:

Bilingual in Spanish preferred.

Computer Literacy & Knowledge Skills Abilities:

Must be computer literate in Microsoft Word, Excel, Publisher, Outlook, Zoom and Microsoft Teams and other applications used by the agency.

Mathematical Skills:

Basic math skills are required.

Operating Environment and Working Relationships:

Subject to frequent interactions with program staff and participants, external agencies, community systems, outside partners, and internal programs and departments.

Decision Making Authority:

Directly supervised by the Program Director.

People Management:

None

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.

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: _____

