



CARING FOR OUR COMMUNITY ONE PERSON AT A TIME

## Job Description

<i>Job Title:</i>	Program Assistant
<i>Department:</i>	Special Project: Safe Options Support (SOS)
<i>Position Status:</i>	Part Time, Non-Exempt
<i>Expected Pay Rate:</i>	\$17.00 per hour
<i>Supervised by:</i>	SOS Team Leader

### *General Statement of Duties:*

The Program Assistant is responsible for handling administrative duties in the Safe Options Support (SOS) Program including answering phones and e-mails, data entry, completing applications, and performing intakes.

### *Specific Duties or Typical Work Activities:*

- Assist with initial intake process
- Assist clients with making phone calls to community-based service providers including, but not limited to Coordinated Entry, Department of Social Services, and property owners
- Schedule client appointments with SOS Staff
- Maintain current & accurate records and files
- Collect and organize documentation from clients
- Assist with entering and compiling data for monthly reports
- Provide administrative and clerical support including mailings, scanning, faxing, and copying
- Enter information into applicable software and/or database system(s)
- Other related duties as assigned

### *Required Knowledge and Skills:*

- Strong written and verbal communication skills including, but not limited to good interpersonal skills and the ability to adjust communication style based on audience; effective use of electronic communication; and ability to respond to inquiries via telephone
- Ability to operate standard office equipment including computer, printer, scanner, copier, and fax machine
- Strong organizational skills and the ability to multitask
- Familiarity with Microsoft Word, Excel, and Outlook, as well as the internet and web-based software applications is required; proficiency and experience with electronic health record is preferred
- Ability to maintain confidentiality and demonstrate good boundaries
- Able to work efficiently and accurately, both independently and as part of a team
- Able to demonstrate compassion and understanding with individuals at different stages of emergencies, including individuals living without housing, who are in recovery, or are mentally ill

### *Qualifications:*

- High School Diploma or equivalent required
- Relevant work experience required; office management experience is preferred
- Personal or professional experience with adults with behavioral health diagnoses and/or Substance Use Disorder is preferred. Understanding and sensitivity to working with individuals with histories of trauma.

### *Additional Expectations:*

- Must work a consistent weekday schedule, which will be determined upon hire by the successful applicant and the Team Leader, but which will not exceed 20 hours per week.
- Must comply with all Agency and program policies and procedures
- Required to understand and abide by the laws, regulations, policies, and procedures that apply to the program or service(s) provided.

- Required to report any known or suspected violation of laws, regulations, policies, or procedures related to programs, services, Agency operations, or personnel of the Agency
- Required to maintain accurate documentation including, but not limited to, purchase orders, petty cash, expenditures, mileage records, and time sheets
- Required to ensure that employees are aware of and abide by the laws, regulations, policies, and procedures that apply to the program or service(s) provided
- Process reports of known or suspected violations with the Agency Compliance Officer, without any retaliatory action against any employee