

COALITION FOR HISPANIC FAMILY SERVICES JOB DESCRIPTION

JOB TITLE: Queens Program Assistant for Preventive Services

REPORTING RELATIONSHIP: Program Director

POSITION OBJECTIVE: The Program Assistant provides administrative support to the Jackson Heights Site Director of Preventive Services. The Program Assistant ensures clerical tasks, and anticipates necessary support required for scheduled meetings with the Director. The Program Assistant maintains the office of the director organized to ensure easy access of files, documents, and pending tasks.

RESPONSIBILITIES:

1. Organize documents and/or agenda for meetings, conferences, and/or off-site agency representation by the Director.
2. Ensure phone messages, and/or telephone inquiries are tracked for a response by the Director.
3. Monitor the distribution and approval of petty cash, including tracking of receipts by following fiscal guidelines for continued petty cash replenishment.
4. Order program supplies as approved by the Director and submit to Operations/Fiscal Departments as required.
5. Prepare check requests for approval by the Director, and ensure that obtained approval is processed to fiscal accordingly.
6. Develop methods of streamlining a database that will keep track of outcomes as determined by the Director.
7. Keep Director abreast of programmatic issues that may require immediate attention.
8. Prepare a quarterly review for the director of check requests and receipts submitted to fiscal for verification of information and tracking of expenses.
9. Support administrative decisions as determined by the director, and ensure implementation for compliance.
10. Attend meetings and/or conferences to support Director in gathering minutes to ensure follow up of determinations resulting from the meeting.
11. Ensure compliance of performance outcomes such as the maintenance of a confidential filing system for program case files, scheduling staff training and maintaining supportive documentation, maintaining a client/family visitation log, monitoring staff time sheets and submission to payroll, and other required quality assurance outcomes as determined by the director.
12. Work collaboratively with QA to assist in periodic and on-going audits of record documentation.

13. Maintain required tracking logs for immediate access of information by the director for reporting to QA, executive director, and/or ACS.
14. Maintain all administrative decisions, processes, and/or performance issues with personnel confidential.
15. In conjunction with the Director and Supervisors, monitor and assure the completion of staff performance appraisals, including a professional development plan, prior to the completion of the probationary period, and on a yearly basis thereafter.
16. Serve as the program receptionist to families and guests. Assure all are welcomed and assisted to their intended party/destination.
17. Serve as the program primary phone operator, as well as cover overall agency phone calls when scheduled.
18. Complete other assignments as needed, as designated by the supervisor, Assistant Director and/or Program Director.

SKILLS AND EXPECTATIONS:

- The Program Assistant will model professional behavior at all times, utilizing tact and diplomacy with staff, Preventive Services families, foster parents, foster children and birth families, and ACS personnel.
- The Program Assistant will manage his/her time effectively and will be timely in preparing the support needed by the Director for meetings, conferences, etc.
- The Program Assistant will serve as a role model for positive, productive, and cooperative relationships with staff, foster parents, foster children, birthparents, and the community.
- The Program Assistant will seek immediate notification to the Director when approached by program staff with a case situation where a child's safety is at risk.
- The Program Assistant will be innovative, exercise critical thinking, and demonstrate flexibility, in order to contribute to the successful operation of the foster boarding home program.

QUALIFICATIONS:

Must be a high school graduate, have college credits or expected to enroll by the end of probationary period. Associate Degree or Bachelor in related field preferred. Candidate must possess exceptional organizational skills, ability to work independently and have familiarity with office systems, knowledge of Word and Excel data base. Must be energetic and work in a fast pace environment. As many program clients are Spanish-speaking dominant, being Bilingual in Spanish is a strong preference.

Salary: \$40,000 - \$45,000 based on experience and language skills.