

FAMILY RENEW COMMUNITY INC.

JOB DESCRIPTION

JOB CODE: XXXX

POSITION TITLE: PROGRAM ASSISTANT
REPORTS TO: PROGRAM MANAGER
DEPARTMENT: HOLLY HILL PROGRAM
LOCATION: HOLLY HILL
FLSA STATUS: NON-EXEMPT

DATE: 7-10-2017

POSITION SUMMARY:

Work involves performing reception and secretarial work of varied complexity requiring understanding of various policies or processes, including intake process, case management record keeping and functioning with a degree of independence over specified, standardized activity areas, and refers all unusual or technical problems to supervisor for decision. Work involves but is not limited to answering telephones, serving as the main point of contact for the campus program office, gathering information and preparing reports, entering and managing data and updating information in the Homeless Information Management System, completing correspondence, including preparing letters, reports, and a variety of documents and forms for the Program Manager.

ESSENTIAL FUNCTIONS:

This job description should not be interpreted as all inclusive. It is intended to identify the major responsibilities and requirements of this position. The incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this position description.

Politely, and with a strong customer service approach, answers and screens incoming calls. Follows up as needed to assure that the caller has received what is required to respond to their needs. Greets and assists visitors (potential residents, sponsors, donors, job applicants, etc.). Gives information about program & services when asked. Commences the intake process for all potential clients. Refers potential clients to other campuses that better suit their needs. Makes referrals to the VFCCH Coordinated Entry system, when appropriate to all potential clients not meeting Family Renew Community eligibility criteria.

Sets up filing system and record keeping, instituting electronic filing and record storage whenever possible. Maintains office supplies so that supply levels are adequate and available, but remaining within budget. Maintains all marketing materials & distribute to prospective residents, family members, community leaders, and referral sources.

Assists Program Manager with the collection and entry of all client information into the Homeless Management Information System (HMIS). Works with program manager to assure

quality and quantity of data entered into the HMIS system. Generates and tracks data quality reports and makes corrections as needed. Responds to emails from VFCCH HMIS Administrator regarding any corrections or changes needed.

Assists Program Manager by assessing the campus maintenance needs and contacts the Maintenance Manager for direction. Maintain a vendor list with all contact information and reaches out to vendors for services when approved. Identifies furniture needs for apartment turn over and completes a request form and contacts Secret Attic for replacement furniture. Oversees apartment preparation activities and ensures apartments are completed as quickly as possible. Assists Program Manager in overseeing the condition of grounds and buildings, working with maintenance manager for all prevention and correction activities.

Maintains strict confidentiality of operations and records as directed. Performs other related duties as assigned. Makes commitment to FRC's mission and core values as described in the FRC Employee Creed. Abides by principles of EEO compliance and contributes to a workplace of dignity and respect. Works cooperatively in a group/team setting. Shows respect to others. Takes guidance and direction from supervisor. Arrives/Reports to work on time and ready to work.

Solid communications skills both written and verbal with a preferred bi-lingual ability in Spanish. Solid internet skills, Ability to organize, multitask, prioritize and work under pressure. Able to be resourceful and proactive in dealing with issues that may arise. Able to deal with rapidly-shifting priorities.

MATERIALS AND EQUIPMENT USED

General Office Equipment

Proficiency in office software including Microsoft Office, Donor Perfect and HMIS reporting systems.

EDUCATION AND EXPERIENCE

High school diploma or general education development (GED) certificate required and previous experience relevant to the position and with the skills necessary to successfully fulfill the job requirements.

Fluency in Spanish is preferred.

LICENSES AND CERTIFICATIONS

None

KNOWLEDGE, SKILLS ANDS ABILITIES

Knowledge of practices and principles of office operations.

Solid communication skills both written and verbal

Solid computer and internet skills

Ability to organize, multitask, prioritize and work under pressure.

Ability to be resourceful and proactive in dealing with issues that may arise.

Ability to deal with rapidly-shifting priorities.

Ability to sit for extended periods of time at a desk.

Detail oriented and observant.

Team-oriented to achieve organizational objectives.

MENTAL AND PHYSICAL ABILITIES

Ability to meet attendance requirements

Ability to read, write and communicate the English language. Being able to also communicate in Spanish is desirable.

Ability to perform mathematical calculations.

Limited amount of physical effort required associated with walking, standing, lifting and carrying light objects (less than 25 lbs.) 5-10% of work time.

Duties are usually performed seated. Sitting may be relieved by brief or occasional periods of standing or walking.

WORKING CONDITIONS

Work is performed in a normal office environment where there are little or no physical discomforts associated with changes in weather or discomforts associated with noise, dust, dirt, and the like. Some work walking around the campus will be necessary from time to time.

All employees recognize that Family Renew Community, Inc. is a ministry and agrees that they will do nothing as an employee of Family Renew Community, Inc. to undermine its religious mission.

STATEMENT OF PURPOSE

The purpose of a job description is to outline the essential functions unique to a particular job within a specific department. Job descriptions are used to recruit, train, and evaluate employees.

Your signature below indicates that you have read and understand the job descriptions and agree to perform the duties as assigned.