

Job Description

Title of Position: Program Administrative Assistant
Reports to: Chief Program Officer
Status: Non-exempt

Position Summary: This position functions as a Program Administrative Assistant at the Life Learning Center and provides support to clients, volunteers and program staff.

- I. **Essential Duties and Responsibilities** are listed below and will always include those specifically assigned by the immediate supervisor.

Daily/Weekly Tasks:

- A. Open building at 8:00 am and secure building at 5:00pm.
- B. Facilitate resident morning meetings for attendance, task responsibilities, and announcements.
- C. Responsible for all incoming calls, messages and visitors, either personally or through supervision of clients or volunteers assigned to the desk.
- D. Assists clients with policies and procedures by answering their questions and ensuring they have access to proper forms.
- E. Assist clients with computer related questions and other office equipment.
- F. Monitor tasks assigned to residents and ensure compliance with all rules and policies by walking around and physically observing completion of task and responsibilities.
- G. Maintain and publish program calendar of events, classes, workshops, meetings, Saturday activities, and certificates for Awards Banquet and other agency functions.
- H. Handle copy requests from residents and staff, either personally or through supervision of clients or volunteers assigned to the desk.
- I. Monitor activities of residents on second floor, which means walking around and being visible in common areas.
- J. Maintain confidential file room at 811, which means filing confidential notes for clinical and vocational services, opening files for new clients and purging and closing files for clients who have exited the program.
- K. Plan and Manage Fire Drills, which includes scheduling fire drills at appropriate times and training staff at 811 on how to facilitate them.

On-Going Tasks:

- A. Supervise and train residents assigned to Front Office Desk.
- B. Prepare for arrival of new clients and provide initial orientation of Life Learning Center and assist with understanding weekly schedule.
- C. Point of contact for volunteers, staff, vendors and clients.
- D. Monitor and order supplies with approval from Director of Programs and Training.
- E. Maintain mail folders for new and departing residents/staff.
- F. Maintain supply of forms used regularly by residents.
- G. Maintain Morning Meeting Book, Safety manuals and files on office equipment.
- H. Member of the Safety committee, which means compliance with Fire Drill requirements.
- I. Attend weekly administrative meeting and participate in appropriate training.

Support to Clients:

- A. In addition to the support that clients receive through the daily/weekly and on-going tasks, this position will also support the clients by being available to them to answer questions, remind them of obligations and provide them with supplies that are appropriate for their needs at whatever stage of the program they are in.
- B. The Program Administrative Assistant does not offer advice or counsel to clients, but redirects them to their case counselors when they come to her with complaints. Promotes consistency by upholding and supporting all policies and rules developed by the staff.

Support to Volunteers:

- A. This position acts as point of contact for volunteers in the Life Learning Center, making sure that they are notified if a class is cancelled or rescheduled, that they sign-in when they come in and that they have every thing they need for their classes.
- B. Keeps volunteer sign-up sheets current for volunteers to sign-in at the Life Learning Center.
- C. Totals out Volunteer sign-in sheets for Vocational, Clinical and Spiritual Development at the first of every month and enters information on Volunteer Hours spreadsheet.

Support for Staff:

- A. Provides a supervisory presence for the clients to allow Direct Care staff to work uninterrupted, which means being accessible and having a presence in common areas.
- B. Provides resources for smooth operation of the Life Learning Center and support for 607 as needed
- C. Maintains filing of clinical and vocational services progress notes in client files.
- D. Maintain ongoing status of vocational and clinical classes and groups attendance records.
- E. Other duties as assigned through the Chief Program Officer.

II. Qualifications:

- A. Associates Degree (preferred) or High School Diploma and equivalent experience
- B. Four years administrative experience
- C. Good verbal and written communication skills
- D. Strong computer skills in Windows and Microsoft Office (word, powerpoint, excel, publisher, and outlook)
- E. Respect, understand and maintain confidentiality
- F. Ability to maintain professional boundaries.
- G. Must understand and implement a client-centered, strength-based approach
- H. Experience working mental health and/or substance abuse

III. Physical Requirements:

Person in this position must be able to sit, stand, bend, stoop and use desktop technology for long periods of time. Person must be able to occasionally lift up to 25 lbs. Reasonable accommodations may be made to enable individuals with disabilities to perform these duties

IV. Work Hours:

- A. Monday – Friday – 8:00 – 5:00 pm. Breaks and lunch to be scheduled with supervisor.