

Job Description & Salary

Title of Position:	Program Administrative Assistant
Reports to:	Chief Program Officer and Manager of Support Services
Works Closely with:	Clinical Team, Residential Team, Support Services Team, Outpatient Team
Work Hours:	Mon- Friday 8am-5pm. Occasional evenings to support special events.
Status:	Exempt
Salary:	\$36k - \$40k

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.

Job Duties:

- a) Open building at 8:00 am and secure building at 5:00pm.
- b) Facilitate resident morning and afternoon meetings for attendance, task responsibilities, and announcements.
- c) Maintain confidential file room at 811, which means filing confidential notes for clinical, case management and vocational services, opening files for new clients and purging and closing files for clients who have exited the program within compliance time frames.
- d) Provides resources for smooth operation of the Life Learning Center and support for 607 as needed
- e) Maintain ongoing status of vocational and clinical classes and groups attendance records.
- f) Assists clients with policies and procedures by answering their questions and ensuring they have access to proper forms.
- g) Assist clients with computer related questions and other office equipment.
- h) Responsible for all incoming calls, messages and visitors, either personally or through supervision of clients or volunteers assigned to the desk.
- i) Monitor general activity and tasks assigned to residents and ensure compliance with all rules and policies by walking around and physically observing completion of task and responsibilities.
- j) Maintain and publish program calendar of events, classes, workshops, meetings, Saturday activities, and certificates for Awards Banquet and other agency functions.
- k) Handle copy requests from clients and volunteers.
- l) Plan and Manage Fire Drills, which includes scheduling fire drills at appropriate times and training staff at 811 on how to facilitate them.
- m) Assists the Vocational Training Coordinator with supervision and training of clients assigned to Front Office Desk.

- A. Prepare for arrival of new clients and provide initial orientation of Life Learning Center, locker assignments, tour and assists with understanding weekly schedule. Maintain mail folders for new and departing residents/staff.
- B. Assists with planning and implementation of quarterly Graduation Banquets
- C. Point of contact for volunteers, staff, vendors and clients.
- D. Monitor and order supplies with approval from Chief Program Officer.
- E. Maintain supply of forms used regularly by residents.
- F. Maintain Morning Meeting Book, Safety manuals and files on office equipment.
- G. Member of the Safety committee, which means compliance with Fire Drill requirements.
- H. Attend weekly administrative meeting and participate in appropriate trainings.
- I. Work at all other program locations as needed and available.

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) Works in collaboration with Volunteer Coordinator to ensure that Volunteer sign-in sheets for programs are totaled so that hours can be counted.

Support to Chief Program Officer:

- a) Provide general administrative support to Chief Program officer.
- b) Schedule meetings and assist with other calendar needs
- c) Send email and mail correspondence as requested by Chief Program Officer
- d) Assist with power point presentations, flyers, excel spreadsheet and other computer based projects
- e) Other duties and special projects as assigned by 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, power point, 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.