



Job Description

JOB TITLE:	Program Support Assistant
REPORT TO:	Victim Services Director
TIME REQUIREMENT:	40 Hours a week
SALARY:	\$37,440

Position Summary

Summary: This position performs a wide variety of administrative and program support duties of considerable difficulty under general supervision. Incumbent receives assignments along with instructions as to objectives, priorities, and limitations. Incumbent uses knowledge of the mission, functions, and organizations to perform day-to-day administrative and clerical requirements as well as program support.

Responsibilities

Essential Responsibilities:

Note: This position is full-time on an adjusted schedule with some mandatory activities scheduled for Saturdays (in which case you would have Sunday and Monday off)

- Assist Employment & Training Specialist & Housing Program Coordinator in implementing all employment readiness program and housing program activities that are required for contract delivery.
- Perform outreach activities such as phone calls, emails, and Google searches to help secure program partners in different communities for both the employment readiness and housing program.
- Track all communications and outreach to report to supervisor and funder
- Receive training to become an implementer of employment program activities such as all meetings and pro-social events.
- Collect all quantitative outcomes for all programs and activities utilizing KBFLC's designated platform
- Must hold a driver's license and be able to drive guest to job sites and appointments as needed.
- Comply with all KBFLC's reporting procedures such as data collection and time-tracking
- Report to supervisor at least once per week on a predetermined basis
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Required qualifications:

- Understanding of domestic or sexual violence, homelessness, substance use

- prevention and recovery
- Positive and supportive attitude toward all pathways of trauma
- Sensitivity and awareness of the unique needs and stigmas associated with underserved populations
- Excellent organizational, communication, and leadership skills
- Driver's license and reliable transportation
- Must pass a Background check

Preferred qualifications:

Personal experience in trauma

Experience working successfully with young adults

Experience working successfully with people with substance use disorders

Experience working successfully with diverse communities

Previous training and certification in trauma-informed response, cultural competency, and peer education

Bilingual (Spanish/English)

Physical demands and work environment:

Occasionally required to stand

Occasionally required to walk

Occasionally required to sit

Frequently required to utilize hand and finger dexterity

Continually required to talk or hear

The employee must occasionally lift and /or move more than 10 pounds

People in recovery from trauma, encouraged to apply.

Diverse candidates encouraged to apply.

Guest Services

- Treat everyone with respect, dignity, and empathy.
- Keep all client information confidential as directed by the client. OTHER
- Commit to KBFLC's organizational mission, vision, and operating philosophy of Trauma Informed Care.
- Attend program, department, and agency staff and other relevant meetings and trainings as required.
- Regular attendance and punctuality is a requirement of this position.

A professional and courteous manner and an ability to work harmoniously with other employees, clients and the general public.

Follow agency personnel and safety procedures.

QUALIFICATIONS AND REQUIREMENTS:

- To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.
- Reasonable accommodations may be made to enable individuals with disabilities to

perform the essential functions.

EDUCATION AND EXPERIENCE:

- High School diploma or equivalent plus additional specialized training in administration, office management, business or related field from an accredited college; and 3 years of progressively responsible administrative experience; or any equivalent combination of experience and training which provides the required knowledge, skills and abilities.

KNOWLEDGE, SKILLS AND ABILITIES:

- Thorough knowledge of general office practices and procedures; considerable knowledge of office record keeping and reporting practices and procedures; considerable knowledge of efficient utilization of office equipment including personal computer systems; thorough knowledge of business English, grammar, and composition; proficient with the MS Office Software programs including Outlook, Word, Excel and PowerPoint.
- Skill in the operation of office equipment including photocopy machines and personal computers utilizing word processing and spreadsheets. Skill in taking and transcribing oral and written material.
- Ability to interpret program policies and procedures; ability to independently plan, organize and carry out work assignments; ability to analyze and prepare fiscal, financial and statistical records and reports; ability to communicate effectively both orally and in writing; ability to maintain positive business relationships with other employees, agencies and with the public; ability to work with information that is both sensitive and confidential in nature; ability to review the work of others as assigned.

WORK ENVIRONMENT/ WORKING CONDITIONS/ PHYSICAL DEMANDS

- The work environment and working conditions described here are representative of those that are typical of the job and must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- Usual office working conditions. Typically exposed to office noises and interruptions such as printers, telephones, clients. In the performance of job duties, the employee is frequently required to sit; talk or hear; walk; use hands to grip, handle, and feel objects, or controls; and reach with hands and arms.

Kingdom Builder's Family Life Center is an equal opportunity employer. We will not discriminate, and we will take affirmative action to ensure against discrimination in employment, recruitment, advertisements for employment, compensation, termination, upgrading, promotions, and other conditions of employment against any employee or job applicant on the basis of race, color, gender, nation or origin, age, religion, creed, disability, recovery status, veteran's status, sexual orientation, gender identity or gender expression.