

POSITION DESCRIPTION

Position: Program Assistant
Program: Supportive Services for Veteran Families (SSVF) **Status:** Non-Exempt
Reports to: Case Manager Supervisor **Revised:** 7/2021

POSITION SUMMARY:

Under general supervision, the Program Assistant is responsible for assisting the Case Manager Supervisor and the SSVF team with helping veteran clients to increase their housing stability. This may include, but is not limited to, assisting with home visits, move-ins, transports, and other office duties as needed.

OBJECTIVES/ACTIVITIES:

- A. Responsible for performing daily work requirements to achieve established objectives of the department.
1. Provide screening records and client services in compliance with Volunteers of America policies and the Veterans Administration SSVF Regulatory and Funding requirements.
 2. Maintain positive interactions with applicants, VA staff and other agencies.
 3. Assist in the Maintenance of applicant files which will include personal information
 - a. Identification, birth certificates, criminal background results, income status, credit history,
 - b. Homeless certification,
 - c. Military discharge status, employment history, family composition and all other eligibility data in a timely fashion.
 - d. Conduct telephone screenings to target the veterans most likely to be eligible for SSVF.
 - e. Provide timely feedback to prospective applicants.
 4. Provide appropriate veteran resources to clients in Sacramento, Yolo, El Dorado, Nevada, Placer, Yuba, and Sutter)
 5. Perform clerical activities including reception duties, greeting the public, answering telephone, typing, filing, copying, and maintaining spread sheets, data collection, and mail distribution.
 6. Establish and maintain files, records and statistical data.
 7. Keep office machines maintained, arrange for repair when necessary.
 8. Assist in maintenance of mailing lists and any document distribution.
 9. Update Call Screening Database on a weekly basis.
 10. Create and maintain vendor resource notebook, update with purchase orders, account numbers, contact info.
 11. Perform other duties as assigned by Case Manager Supervisor and Director.
- B. Responsible for all data input into HMIS
1. Ensure all enrollments are entered into HMIS as they are accepted into the program
 2. Ensure all exits are entered into HMIS
 3. Run weekly reports to correct any data errors

4. Assist with monthly repository report
5. Enter all TFA into HMIS
6. Track all rents paid for clients and follow up on check requests
7. Enter checks into HMIS
8. Maintain a record on all check requests

C.

Responsible for all areas of daily program maintenance in compliance with company policies.

1. Document and report all client concerns and/or infractions that can impact the program security.
2. Secure approval for exceptions to standard policy.
3. Notify management of potential workflow problems and resource needs necessary to attain performance standards.
4. Adhere to staffing schedules in order to provide adequate/safe staffing coverage and to accomplish program objectives.
5. Perform reasonably related duties as assigned.

D. Assist Case Manager Supervisor

1. Attend weekly By Name List Meetings in the absence of CMS and report back to CMS.
2. Assist with the completion of monthly reports

E. Responsible for self-development.

1. Continually learn and enhance technical and interpersonal skills.
2. Attend meetings/assigned training and complete required certifications, i.e. CPR, First Aid, etc.

EDUCATION AND EXPERIENCE:

Knowledge and experience with the low income population and/or experience in the social services field highly preferred. This position requires demonstrated ability in record keeping, filing, and excellent written and verbal communication skills. Ability to provide services to clients without ethnic or social prejudices, knowledge of problems unique to women, veterans, minorities, persons with disabilities, substance abusers, low income, and the general homeless population. This position requires CPR and First Aid training within ninety (90) days of employment date and recertification as necessary. A valid California driver's license, ability to meet organization's insurance carrier guidelines, and proof of insurance required. Must undergo a criminal background check. Veteran Preferred

SPECIFIC SKILLS REQUIRED:

Excellent oral and written communication skills
Ability to assist and motivate other people
Organizational skills
Analytical and decision making ability
Statistical and mathematical skills
Computer Skills

PHYSICAL REQUIREMENTS:

Lift and move up to 20 pounds
Stand, walk and sit frequently
Climb stairs as needed
Bend and stoop occasionally

NATURE OF SUPERVISION RECEIVED:

Daily activities are performed independently with guidance and direction from the Case Manager Supervisor. Must be able to work independently toward attainment of operational goals and contract compliance.

RESPONSIBILITIES FOR BUSINESS CONTACTS:

This position requires daily contact with county/state/city and business entities, clients, and all levels of staff. The Program Assistant is responsible for promoting company image and providing advice on company practices and procedures, while establishing and maintaining good working relationships with all clients. Tact, discretion, and resourcefulness are required at all times.

FINANCIAL RESPONSIBILITY:

Substantial financial loss through loss of business contracts is possible; thus all expenditures must be approved by the Case Manager Supervisor / Program Manager.

NUMBER OF EMPLOYEES:

No employees report to this position.

This Program Assistant job description does not constitute a written or implied contract and may be changed as business needs arise.

Indicate anything that would keep you from meeting the job duties as outlined above.

Employee Signature _____ Date Signed _____