



JOB DESCRIPTION

Job Title: Program Administrative Assistant

Qualifications: High School diploma, certificate program or Bachelor Degree and experience with data entry, tracking deadlines, completing reports, handling confidential information, and providing office support. Experience in non-profit human services environment preferred.

Principle Responsibilities: The Programs Administrative Assistant provides support to programs by increasing efficiency related to grant reporting, data entry, documentation and file organization, and by providing support to program supervisors and staff for projects such as filing and organization of records, organizing materials for site visits or trainings related to programs oversight standards including DSS licensure and monitoring, Accreditation (COA), funders, Teaching-Family Association, Medicaid, internal policies and procedures, and others.

Scope: This hourly, non-exempt full time position has responsibilities which include but are not limited to: assisting with grant reporting; participating during quality assurance and improvement committee meetings by taking minutes, scheduling monthly meetings, and providing reports; providing internal program audits when requested by Supervisors (e.g., Medication logs, records, etc.); assisting program supervisors and staff in addressing documentation gaps identified by the quality assurance file audits; purging closed client files and preparing them for offsite storage; assisting with scheduling interviews and checking references; ensuring that the residential "current clients list" located on the common computer server is up to date; assisting with data entry (upon request by program Supervisors); and providing general support as directed.

Reports to: Director of Programs

Position Responsibilities:

- 1) Assists with scheduling interviews, calling references, and scheduling pre-employment physicals/drug screens/TB tests.
- 2) Sends out reminders related to upcoming trainings and books the training room.
- 3) Assists with set up and take down for trainings.
- 4) Assists with making and preparing copies of training manuals and other materials for trainings, presentations, etc.
- 5) Coordinates pre-service training for new program employees to ensure that all areas are covered within the required timeframe and coordinated at a specific time with all individuals involved.
- 6) Assists during business hours with responsibilities related to scheduling and communication of the residential schedule at Faucette House.
- 7) Develops and implements a tracking system for grant reports and ensures their completion according to grant reporting timelines.

- 8) Collects monthly residential education tracking forms, tallies total hours, and submits monthly totals to the business office to ensure timely billing with accurate back up for *Title One* billing.
- 9) Assists with printing, copying or gathering information that may be needed for weekly DSS staffing.
- 10) Sends out regular reminders related to meetings, trainings, data deadlines, etc. (program and non-program).
- 11) Purges closed client files and when applicable, prepares them for offsite storage.
- 12) Communicates with residential program supervisors to ensure that the client list is current.
- 13) Drafts and sends out written correspondence as directed; this may include letters from the Director of Programs, offer letters grant cover letters, etc.
- 14) Assists with proofreading and editing reports and other documents.
- 15) Assists the office manager during the holiday season or as directed.
- 16) Helps with managing the phone and front door when the office manager is out.
- 17) Adheres to Hope Center for Children's training, policy and procedure manual and Code of Ethics.
- 18) Ensures confidentiality.
- 19) Performs the following duties related to the Performance Quality Improvement (PQI) process:
 - a. Provides support to the program quality assurance and improvement committee, assisting with scheduling monthly meetings, taking minutes and performing administrative follow up after meetings as directed.
 - b. Incorporating information gained from PQI reports and trend analysis into internal program audits as directed.
 - c. Assists with data entry, including Anchor House and Faucette House referrals that are denied into KaleidaCare, as well as keying "pre and post-test" Protective Factor Survey data into the system in support of the Family Strengthening Program.
 - d. Audits specified client records as directed for Faucette House and Empowering Families.
 - e. Collects data spreadsheets monthly from program supervisors and ensures data is aggregating as it should as is saved as specified on the shared drive.
 - f. Performs audits to ensure compliance with Medicaid as it pertains to required documents for proper billing.
- 20) Other duties as assigned.

Knowledge, Skill and Experience Required: Must be highly professional and possess high attention to timeliness and accuracy. Must assume responsibility and leadership and exhibit these traits in a way that promotes team work across the organization. Must be able to think critically and use good judgment in decision making. Must possess advanced skills in Microsoft Office Word, Excel, Access, and PowerPoint. Must be highly organized and have excellent written and verbal communication skills. Must have a desire to learn and understand different program outcomes, basic research, statistical concepts, and legal/contractual compliance standards.

SIGNATURE: _____

DATE: _____