



**Job Title:** Program Assistant

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**FLSA Status:** Non-exempt

**Division:** MCHC Programs and Administration

**Reports to:** Program Manager

**Location:** West Chester main office

**Prepared by:** Executive Director

**Hourly Salary range:** \$18 to \$20 plus benefits.

**Approved by:** Executive Director

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**Summary:** This position is responsible for providing administrative and logistical support to MCHC's program Manager and program Staff. The position works closely with the program Manager to support all programs.

### **Essential Duties and Responsibilities:**

#### **Program Participant Services:**

- Performs basic intake, assists with participant needs, and provide referrals to community resources and all MCHC programs for Social Service participants.
- Provides case management, referrals, and advocacy for participants as needed.
- As required, provides back-up support for home visits, calls, and emails.
- Protects the confidentiality of all information regarding current and past program participants as well as organizational operations.

#### **Report Preparation/Submission:**

- Assists program manager to gather information for both on-going and ad hoc reports including but not limited to: "Monthly Units and Travel Logs Report"; reports on all group activities; "Monthly Outreach Report"; and reports for CYF
- Coordinates the distribution of the annual "Parent Satisfaction Surveys"; compiles survey results into a report and submits to the Director of Programs for review.
- On a monthly basis, support with timesheets and expense reports submission.

#### **Data Entry:**

- Enters program data into database.
- Collects, gather and enters data for pre and post surveys on workshops.
- Performs other data entry as required.

#### **General Administrative Support:**

- Performs general office duties including: copying, filing, document preparation, faxing and bulk mailings.
- Follows up on office maintenance, cleaning, supplies, and facilities requests serves as liaison to *Manager of Business Operations* to ensure requests from program are addressed in a timely manner
- Support Manager of Business Operations in monitoring and maintaining staff material inventory.
- Implements the design and/or update of program forms.
- Organizes and cleans donations of clothes, toys, winter jackets and other in-kind donations.
- Maintains/Updates forms binders
- Completes/submits "participants form" for program management.
- Support staff with progress notes as needed.
- Maintains roster of volunteers for program and inform Manager of Business operations of current list.
- Support program manager during monitoring visits from Children Youth and Families and other entities
- Other administrative duties as needed

#### **Additional Duties and Responsibilities:**

- Attends team events and organizational-wide staff meetings.
- Represents organization at community outreach events
- Participates in organizational-wide training programs.

- Other duties may be assigned.

### **Supervisory Responsibilities:**

- None

### **Qualification Requirements:**

- Excellent communication and interpersonal skills.
- Effective written, reading, and verbal communication skills in English and Spanish prefer. Ability in these areas will be measured by oral and reading comprehension assessments.
- Proficiency with use of Windows and Microsoft Office (Word, Excel, Access, and Outlook)
- Detail oriented, strong organizational skills, and ability to effectively manage multiple tasks
- No criminal or child abuse history as determined by a criminal background check and child abuse screening.
- Track record of working as a productive and cooperative member of a team.
- Pleasant phone manner
- Willingness to accept supervision and make personal performance improvements as appropriate.
- Capability to work flexible hours (minimum of one evening per month)
- Committed to producing accurate and high quality work product

### **Education and/or Experience:**

- High School diploma required; Some College Preferred.
- Previous work experience, including 3 years' experience as an Administrative Assistant in a fast paced, team-oriented environment, preferred.

### **Certificates, Licenses, Registrations, and Related Requirements:**

- Must have and maintain: a valid Pennsylvania Driver's License; automobile insurance with liability coverage of \$100,000-\$300,000; and daily access to an automobile and a cell phone.

### **Physical Demands/Work Conditions:**

- This position requires visual and auditory acuity and the physical ability to climb stairs, stand for long periods of time, walk distances, and lift or carry up to 20 pounds. While performing the duties of this position, the employee travels by automobile and is exposed to changing weather conditions such as heat, cold, dust, fumes, noise, and wetness.

*This job description does not necessarily list all the duties of the job. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. This job description is not a contract for employment, and either you or the company may terminate your employment at any time, for any reason.*