



Job Description

Job Title: Stevie's Place Child Advocacy Center Program Assistant
Department: Stevie's Place Child Advocacy Center
Reports to: Stevie's Place Child Advocacy Center Program Manager
FLSA Status: Non/Exempt – Full Time
Revision Date: 1/25/2021
Wages: DOE; minimum qualifications starting at \$20/hour

GENERAL POSITION SUMMARY

The Stevie's Place Child Advocacy Center (CAC) Program Assistant provides administrative support to the CAC Program and the Manager. Duties include but are not limited to general clerical activities, receptionist, and program-based work. The Program assistant projects a professional image through in-person and phone interaction.

ESSENTIAL DUTIES AND RESPONSIBILITIES

General Responsibilities:

- Maintains a computerized client records system.
- Keeps appropriate records of Stevie's place contributions.
- Schedules child interviews, case reviews and other activities as instructed by Management.
- Maintains office and programs supplies readily available and manages inventory efficiently.
- Collects and compiles statistical data necessary for reports as needed by Management.
- Maintains a child and family friendly environment in the CAC Waiting area.
- Meets and greets clients and visitors.
- Performs general clerical duties to include but not limited to photocopying, faxing, mailing, scanning and filing.
- Signs for and distributes Agency mail.
- Research, price and purchase supplies or items as requested by Management.
- Schedules, books and coordinates CAC Staff or Multidisciplinary Team members travel and accommodations as required.
- Setup and Coordinate meetings and conferences.
- Supports staff in assigned program based work.
- Supervises unattended children and/or others requiring supervision during the process of a Child Abuse investigation at CAC.
- Participates in educational and training experiences as required by the CAC manager.
- Documents and maintains records and communications in an organized manner.
- Follows RCPC and Stevie's place Policies and Procedures.
- Attends regularly scheduled supervisory meetings with program manager or other designated supervisor, RCPC's Monthly Staff meetings or mandatory meetings as required.
- Maintains information, forms and case files kept by the CAC.
- If required, enters Case data into the CAC database and keeps database accurate and up to date.
- Works a flexible schedule as required by the needs of the position. When scheduled, responds to on-call emergency cases referred to Stevie's Place.



- Is understanding, sensitive and respectful to a diverse population of clients and demonstrates a commitment to cultural competency.
- Attends case review and multidisciplinary team meetings as required.
- Other duties may be assigned.

Additional Duties:

- Assist in development and implementation of overall program procedures.

KNOWLEDGE, ABILITIES AND SKILLS:

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.

- Ability to communicate directly and respectfully. Excellent oral and written communication skills.
- Knowledge of Microsoft Office products and telephone protocol.
- Ability to learn, understand and respect the roles of each agency, represented by the Multidisciplinary Team.
- Basic reading, writing, and arithmetic skills required.
- Avid Multitasking
- Detail oriented with a high level of accuracy; motivated and willing to take initiative.
- Team oriented.
- Maintain strict confidentiality.
- Excellent Interpersonal Skills.
- Dependable, consistent and accountable.
- Knowledgeable of Alaskan Cultures
- Experience and/or desire to work in a non-profit environment and with families and children

MINIMUM EDUCATION/EXPERIENCE:

- High School Diploma or equivalent.
- Proven knowledge of basic computer skills and office equipment.
- Three years working knowledge of general clerical duties

PHYSICAL DEMANDS

The physical demands and work environment described here are representative of those that 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.

- Prolonged sitting or standing for long periods of time.
- Frequent walking.
- Occasionally will lift up to 10 pounds.
- Normal vision range.
- Frequent rapid mental/hand/eye coordination and manual dexterity.