



*Offering safety, providing stability and
equipping for self-sufficiency*

FAMILY SERVICES PROGRAM ASSISTANT

KEY INFORMATION

Reports To: Family Services Manager

Supervises: None

Key Relationships: Clients, Program team, Volunteers

Effective Date: January 2019

Hours: Full-time, 40 hours per week, including some evening and weekend hours

Job Classification: Hourly, Non-exempt

Compensation: \$16.00 – \$18.00 per hour, DOE; 401(k) plan; medical, dental & vision benefits;
PTO: vacation, personal time and sick time.

SUMMARY

Provides integral support for Family Service Programs assisting across three areas including adult training and education, youth and children's teams, and intake. Program Assistant needs to be flexible and have a learning mindset with the ability to shift direction and pick up support functions. This role is a foundational part of the success of vulnerable and homeless single-parent families reaching their goal of self-sufficiency and stable housing.

RESPONSIBILITIES

- Schedule all clients into Adult Training and Education classes. Maintain a weekly attendance calendar. Record all client weekly attendance into trackers.
- Communicate weekly with clients via text, email and phone to aid in client accountability and engagement.
- Set up classes with appropriate computer configuration. Provide hospitality for all classes.
- Track and input all volunteer hours for Adult Training and Children's programs.
- Provide trauma-informed resource time for onsite Children's programs, as needed.
- Provide general administrative support to both Adult Training and Children's programs.
- Provide assistance for client intake and interview process, as needed.
- Provide transportation, supervision and a trauma-informed approach to weekly Teen meetings.
- Provide oversight of client wardrobe closet. Interact with clients in providing basic necessities, as provided by VMP.
- Represent VMP at community meetings/gatherings, and facilitate interagency cooperation and networking for clients.
- Other duties as assigned.

QUALIFICATIONS

- Have a personal relationship with Jesus Christ, be active in a Christian church and agree with the Vine Maple Place Statement of Faith.
- Be passionate about helping families overcome the trauma of homelessness.
- Possess a valid driver's license, safe driving record and proof of insurance.
- Maintain an acceptable background check and ability to pass a drug test.
- *Understanding* of issues related to poverty, homelessness and the governmental, educational and social service systems that serve low-income people.
- Commitment to diversity and ability to work well with diverse family styles and multi-ethnic populations.
- Sensitivity to the needs of clients who are homeless, low-income, limited English-speaking, or impacted by domestic violence, substance abuse or other barriers to employment.

EXPERIENCE AND EDUCATION

- Bachelor's Degree in Social or Human Services, Education or related field desired. An equivalent combination of experience and education will be considered.

KNOWLEDGE, SKILLS AND ABILITIES

- Computer skills: Proficient in Word, Excel and Outlook.
- Able to multi-task and deal with complexity and time constraints.
- Able to maintain a professional demeanor and confidentiality.
- Strong oral, written and interpersonal communication skills.
- Self-motivated with strong organizational and project management skills.
- Current CPR and First Aid Certifications.

The above is intended to describe the general content of and the requirements for satisfactory performance in this position. It is not to be construed as an exhaustive statement of the duties, responsibilities or requirements of this position. Other duties may be assigned.

Send all Inquiries, Resumes and Cover Letters to: Info@VineMaplePlace.org

Only qualified candidates will be contacted.