



## Program Assistant

### Job Description

Program: Rapid Rehousing

Reports To: Program Coordinator

Job Location: Rutherford

Position Status: Full-Time

FLSA Classification: Non-Exempt  
Job Classification: 112

Salary Range: \$24.30-\$25.03 Hour

#### **Position Summary:**

Family Eldercare thoughtfully partners with older adults and adults with disabilities to help them achieve stability, dignity, and wellbeing in their lives. We provide services which support financial and housing stability, health, and wellness, and we advocate for underserved communities. Family Eldercare's core values include equity, passion, commitment, collaboration, compassion, integrity, and stewardship.

The Rapid Rehousing program serves people experiencing homelessness and helps them transition into permanent housing. It is a fast-growing program with more than 20 staff, over 200 clients served annually, and increased complexity in administrative procedures. We are looking for a program assistant who will play a vital role in keeping the program organized and creating a supportive environment for staff and clients.

An ideal candidate for this position will have great attention to detail, be highly organized, align with Family Eldercare's core values, and have some administrative/clerical experience.

#### **Essential responsibilities:**

- Perform various administrative tasks to keep the program organized such as uploading documents into electronic databases, distributing program supplies, and performing other tasks as assigned.
- Organize meeting agendas and presentations which may include coordinating schedules with guest speakers; take meeting notes and provide follow-up.
- Greet clients at the office and assist with scheduling client appointments with case managers and other Family Eldercare staff as needed. In all client interactions, report relevant details to service staff.
- Work collaboratively with the team to identify areas for process improvement to create a more efficient and effective operation.

#### **Education and Experience:**

- High school diploma and/or some college education.
- Some work and/or volunteer experience serving marginalized communities.
- Proficient in Microsoft Office 365 suite.
- Demonstrated experience providing administrative/clerical support.

- Any combination of education and experience will be considered to satisfy minimum requirements.

**Competencies:**

- Ability to work under pressure, meet deadlines, and maintain a professional attitude.
- Ability to work independently, organize work efficiently, prioritize response to changing needs of clients, staff, and program.
- Ability to articulate clearly in both verbal and written communication.

**Work Environment:**

- Work occurs in both office settings and off site, conducting duties related to Rapid Rehousing.
- Requires a significant amount of face-to-face interaction and phone contact with program staff, clients, volunteers, and outside professionals. May conduct home or community visits.
- Ability to perform the essential job functions consistent safely and successfully with the ADA, FMLA and other federal, state, and local standards, including meeting qualitative and/or quantitative productivity standards.
- Ability to maintain regular, punctual attendance consistent with the ADA, FMLA and other federal, state, and local standards

**Acknowledgement and Review:**

By signing this job description, I acknowledge that I meet the qualifications, and am willing and able to perform all job functions, duties, and responsibilities. I further understand that I am responsible for promptly and effectively communicating in writing to the Company any need for accommodation. I acknowledge that I have read, understand, and may receive a copy of this Job Description. I further understand that Family Eldercare reserves the right to modify any organizational policies, procedures, practices, guidelines, and processes based on organizational needs.

**Print Employee Name:****Employee Signature:****Date:**