



## PROGRAM ASSISTANT JOB DESCRIPTION

<b>Job Title</b>	Program Assistant, Stage 1	<b>Department</b>	Subsidized Programs
<b>FLSA Status</b>	<i>Non-Exempt</i>	<b>Reports To</b>	CalWORKs Stage 1 Supervisor

### Scope

Under the direct supervision of the CalWORKs Stage 1 Supervisor, and in accordance with the organizational mission and goals of Connections for Children, the Program Assistant provides program related services to clients while ensuring compliance with CalWORKs Stage 1 child care contract. In addition to their primary duties, this position will serve as support personnel for the Stage 1 contract, assisting in various tasks, as needed.

### Primary Responsibilities

1. Process Stage 1 denials
2. Transfer and process Inter-Agency and In-House client transfers
3. Participate in the recruitment of new clients as needed; including participation in community outreach events
4. Assist team in filing client documents accurately and in a timely manner
5. Assist with intakes: collects enrollment documentation and submits to case specialist for approval and enrollment of new clients
6. Knowledgeable of the Stage 1 contract and Title 5 Regulations as they apply to the program.
7. Enter and maintain accurate records in MCT-CC3 and CalSAWs.
8. Assist as needed with call- reminders, scheduled or walk-in appointments for clients in order to receive documentation and/or discuss changes in the client's case.
9. Maintain confidentiality of clients Personal Information as required by the Stage 1 contract.
10. Ensures clients complaints are accurately logged and resolved in a timely manner or referred to Subsidized Programs Supervisor for appropriate resolution.

### Additional Responsibilities

1. Comply with all trainings and security protocols per Stage 1 requirements.
2. Provide clients with information on supportive services (e.g., housing, food, mental health services, etc.) as needed.
3. Represents the agency with professionalism in all interactions. This includes over the phone, in person, using electronic media, and written correspondence.
4. Provide excellent internal and external customer service by working cooperatively within the department, across the agency, and with clients and partners.
5. Support other functions within the department when needed.
6. Participates in visibility events as needed.
7. Attends all staff meetings, trainings, and annual retreats.
8. Performs other duties as needed and assigned.

### Knowledge and Skill Requirement

1. Regular attendance and punctuality are essential.
2. Experience working with diverse populations in a culturally sensitive manner.
3. Must be able to work independently and as part of a team.



4. Excellent interpersonal skills, flexible and collaborative.
5. Well-organized, able to self-manage competing priorities, and meet deadlines.
6. Exceptional attention to detail and accuracy.
7. Ability to exercise discretion and practice good judgment at all times.
8. Computer Skills: Working knowledge of Microsoft Office (Word, Excel, Outlook, Teams) required.
9. Bilingual English/Spanish Skills: Excellent Reading, Writing, and Oral Communication is preferred.
10. Preferred: 1 years of equivalent related work experience in Social Work, Human Services, Family Studies, or related field.

## Working Conditions

1. Typical of an office environment.
2. Eligible for hybrid/telework schedule upon completion of introductory period.
3. Must have personal transportation for local travel.
4. Flexibility to work occasional evenings and weekends.
5. Must comply with agency health and safety protocols, including vaccination policy.

Salary Range - \$18.00 - \$21.00 per hour.

### Organizational Statement

This job description is intended to provide an overview of the requirements of the position. As such, it is not necessarily all-inclusive, and the job may require other essential and/or non-essential functions, duties or responsibilities not listed herein. Management reserves the sole right to modify this job description at any time. Nothing in this job description is intended to create a contract of employment of any type. Employment at Connections For Children is strictly on an at-will basis.