

COALITION OF HEALTH SERVICES, INC.

PERFORMANCE DESCRIPTION

Uniting Parents

JOB TITLE: Program Assistant

DEPARTMENT: CSHCN Respite Program

RESPONSIBLE TO: Uniting Parents Program Director

JOB SUMMARY:

Reviews respite applications for completeness and accuracy. Contacts families and/or parent case managers when information is missing or incorrect on applications. Notifies families upon approval of respite application. Mails respite brochure and sample vouchers explaining the program with the approval letter. Creates individual files for each client in a consistent format. Maintains an organized filing system for all client records and other respite documents. Responsible for maintaining a data collection system to track respite use with statistical information. Receives and dates respite vouchers or respite scholarships as they come into the office. Documents respite used in each client file. Responsible for the development of a check request for each respite use. Types of correspondence related to the respite program. Maintains accounting records for the respite program. Maintains and updates all respite information on the database. Maintains and updates the client files as needed. Monitors respite use on a quarterly basis and identifies non-use. Completes and submits quarterly reports in a timely fashion to the program director. Participates in a peer review of charts to ensure accuracy of documentation and forms. Assist in the maintenance of assigned office space, equipment, and supplies; assists with overall program development, planning, coordination, and evaluation of grant program. Assists with marketing and outreach functions appropriate to Uniting Parents and the Coalition of Health Services, Inc... Participates in professional growth and development. Dresses in a professional manner; wear a name badge while on duty. Performs effective intervention(s) in situations requiring troubleshooting and problem-solving. Exhibits good coping skills for personal stress. Complies with all Coalition Policies and Procedures. Performs other duties as assigned.

JOB QUALIFICATIONS:

- A. Education:
High School Diploma or equivalent, preferred.
- B. Personal Job-Related Skills:
Must display good verbal and written communication skills.
Must have good organizational and follow through skills.
Must be able to exercise good judgment and discretion in handling confidential information.
Must be self motivated and able to work independently.
Must be able to effectively prioritize responsibilities.

Must display computer literacy and Microsoft office suite skills.

Must have knowledge of office practice, filing systems, letter composition, format, and public relations.

Bilingual in English and Spanish is required.

C. Licensure, Registry, or Certification:

None required.

Citizen or permanent residents of the United States

D. Experience:

Display working knowledge of office practices, filing systems, letters composition, and public relations.

Volunteer-related experience in working with people with disabilities.

E. Physical/Special Demands:

Must have cognitive skills that allow planning, organizing, and communicating.

Must be able to answer and respond to telephone inquiries.

Able to communicate effectively with a wide range of clients.

Must be able to sit for prolonged periods of time while performing data entry and writing correspondence.

Must be able to problem-solve in a calm manner in a stressful situation.

F. Other:

Current Driver's License

Personal vehicle with current liability insurance.

