

Lutheran Services Carolinas

Job Description

Job Title: Program Assistant

Supervisor (title): Program Manager

Department: Refugee and Immigrant Services

Approved by: Syhesia Sharpe 

Date: November 16, 2017

Position Purpose/Summary *(A brief descriptive statement that summarizes the overall purpose and objectives of the position, the results the worker is expected to accomplish and the degree of freedom to act.):*

The transitional foster care Program Assistant will provide general program support to case managers and transitional education program which will include documentation, transporting, contact with youth, sponsors and foster parents as well as. Program Assistant may also need to assist in a classroom environment when needed. **Travel within and out of state is a requirement of the position.**

Essential Functions *(List the tasks, duties, and responsibilities of the position that are most important to get the job done. The responsibilities should be listed in the order of importance, with the highest priority functions first. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.)*

1. Assist case managers with administrative tasks, data entry and documentation, including but not limited to: sponsor assessments, significant incident reports, case notes, individual service plans and other documentation as specified
2. Schedule and transport youth to medical, dental or immunization appointments.
3. Assist with release and transportation of minors for reunification with sponsors.
4. Responsible for maintaining client contact for case follow-up or intervention as directed by case manager.
5. Support Case Manager in maintaining contact with clients and foster families during case manager's absence.
6. Maintain collateral contact with organizations, such as schools, to receive information and case updates.

7. Participates in the On Call Schedule in order to provide full coverage for emergencies.
8. Serve as teacher's assistant in transitional education classes with classroom activities and coverage as needed.
9. Translates for clients as needed.
10. Other duties as assigned.

Supervisory Responsibilities, if any *(The scope of the person's authority, including the positions that report to the incumbent.):*

None

Qualifications (Minimum Job Requirements): *The requirements listed below are representative of the knowledge, skill, and/or ability required for the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions*

Education: High School Diploma.

Experience: Minimum one year related work experience or experience in medical office. Previous experience with refugee, immigrant or minority families is required.

Specific skills/abilities: Bilingual in Spanish/English. Good organizational, written and verbal communication skills. Ability to relate well and work with others. Basic computer skills; knowledge of Microsoft Word, Excel. Must be cross-cultural sensitivity.

Specialized knowledge, licenses, etc: Valid NC or SC drivers license and valid registration and insurance coverage.

Preferences (Optional): *(Preferred attributes for the position, which are not absolutely required in the minimum qualification - e.g. masters degree, bilingual).*

Bi-lingual (Spanish/English)

Working Conditions/Physical Requirements: *(Please list work conditions for physical or other important issues which relate to the job; the conditions listed should be representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions).*

1. Required to provide transportation to minor in personal/company vehicle.
2. Air travel; accompanying minor for family reunification purposes.
3. Exposure to medical offices/hospitals/clinics.
4. Daily driving can be 30-40% of position.

This job description is not an employment contract. Lutheran Services Carolinas reserves the right to alter the job description at any time without notice.

Employee Signature

Date

Supervisor Signature

Date

Employee signature constitutes employee's understanding of the requirements, essential functions and duties of the position.