



**Administrative Office
987 Airway Court
Santa Rosa, CA 95403
707.528.8712 (v) 707.575.4910 (f)**

Catholic Charities of the Diocese of Santa Rosa, a non-profit and the largest human services provider in the North Bay, serves the most vulnerable regardless of their religious, social, or economic background. We challenge poverty, counsel immigrants, and care for our seniors by supporting the dignity and independence of all we serve. We support, educate, create opportunities, ensure the well-being of our staff, and engage community leaders in the betterment of those most in need.

JOB ANNOUNCEMENT: Program Support Staff - Reception

Position Summary

This Program Support I, II and III reports to a Program Manager or Administrative Manager, views the program or department deliverables, then, provides and arranges supportive services which systematically move components of these deliverables to achieve overall accountability and completion. Catholic Charities of the Diocese of Santa Rosa continues to expand as an agency and provides a wide range of services to many clients throughout the agency. Different programs provide varying service support deliverables in order to meet program goals, agency plans, and grant deliverables. This Program Support position provides administrative, data support, analytical, and facilities support in order to help programs function and meet the needs of the clients we serve.

This Program Support Staff position provides Front Desk reception support to programs in the Airway Court location which include administration, the Resource Center, Immigration and the Shaw Center. This position supports the learning and guidance of 5 to 7 community volunteers; facilitating the maintenance and organization of resources, referrals and information to clients and related staff, understanding of partnerships and available client resources, and coordinating the distribution of queries (phone, email & online) to relevant agency departments. This Program Support Staff may provide initial triage to outside vendors arriving for facilities and maintenance service calls. This position is full-time, non-exempt with a starting salary of \$15 to \$20, Levels I, II & III. **Bilingual candidates highly preferred.**

Essential Functions

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Levels I, II, III

- Manage program data through client registration, data entry, filing, and organizational support.
- Set up meetings and trainings, managing technology, taking and distributing notes.
- Provide administrative support through copies, distribution, and knowledge of supply inventories.
- Outreach to clients through events, emails, and phone calls to remind of appointments and need for verifications.
- Checking and answering messages requesting assistance through phone and online, referring to appropriate staff within agency and partner agencies as appropriate.
- Display excellent organization skills, maintain thorough and accurate records.
- Follow Council on Accreditation (COA) process for policies and procedures related to program activities.

Program Support I, II & III 1118 JOB ANNOUNCEMENT I

Levels II, III

- Identify opportunities to improve processes in order to deliver the highest quality experience possible for program participants, and follow through with these improvements as assigned.
- Compile, generate data and update in online tools or spreadsheet to complete required weekly and monthly reports.
- Support the creation, update and building of dashboard reports for individual programs.
- Partner with compliance and grants management to track and access required data elements for grants.

Level III

- Support program staff and data administration staff with updating database structure and building reports relevant to programs.
- Provide Supervision to Program Support I or II or reception/administrative staff, as well as volunteers.

Other Responsibilities

- Attend and participate in staff meetings and in-service training, as requested.
- Perform other related duties, as assigned.
- Respond to agency communication as required.

Agency Culture

The business and social environment we operate in has changed. What worked yesterday may not work today and will likely not work tomorrow. To thrive, we must incorporate new ways of thinking and embrace new practices. As part of our individual and agency cultural change process, it is critical that all employees of Catholic Charities aspire to the following:

- *A commitment to the agency's mission, vision, and values;*
- *A commitment to excellence in everything we do;*
- *A commitment to accreditation as well as performance and quality improvement;*
- *A commitment to outcomes and measured results;*
- *A commitment to innovation and to what is possible.*

Education, Experience, and Skills Required

Level I, II and III

- High School Diploma, preferred. AA/S, preferred.
- Bilingual (English and Spanish) speaking and writing preferred.
- Ability to pass bilingual test within 3 months of employment.
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- Excellent interpersonal skills - comfortable working with diverse groups of people and engaging students in an interactive class setting.
- Excellent writing, presenting, and computer skills (Microsoft Office). Appropriate organizational and communication skills to fulfill job duties.
- Experience following and meeting program goals and objectives required.
- Cooperative, friendly, and helpful attitude with program participants, coworkers, volunteers, and interns.
- Ability to thrive in a flexible, fast-paced, and growth-oriented environment, while maintaining a sense of humor and a positive, solution-oriented approach.

- Must have valid California driver's license and insurance and provide own reliable transportation.
- Passion and enthusiasm for the mission of CCDSR and its program participants.

Level III

- Bachelor's Degree, required. Master's preferred.
- One (1) to two (2) years successful completion of Program Support role or equivalent experience,

Other Responsibilities

- Attend and participate in staff meetings and in-service training, as requested.
- Perform other related duties, as assigned.
- Respond to agency communication as required.

Physical Requirements

- Requires ability to sit up to 6-8 hours per day with intermittent occasional walking, standing, bending, squatting, grasping, and pulling/pushing.
- Requires ability to drive up to 4-6 hours per day.
- Occasionally may be required to lift items up to 10 pounds to a height up to 6 feet.
- Occasionally may be required to carry items up to 40 pounds for distances up one block.

PERKS

10 Vacation days per year

13 Holidays per year

Very Affordable Health, Vision and Dental Insurance

Referral Bonus for employees

403b Plan with 5.5% contribution

Team Spirit and Supportive Work Environment

Great Organizational Mission

Equal Employment Opportunity – M/F/D/V

Visit www.srcharities.org for an application.

We look forward to receiving your completed application resume and cover letter.

Open until filled.