



## Job Description

**Job Title:** Program Support Specialist

**Job Status:** This is a part-time position that will work 25-27 hours per week, mostly during operating hours (Mon-Thurs. 8a-6p) with some Friday hours possible.

**Job Summary:** The Program Support Specialist is an entry-level position that is responsible for triaging client phone calls, unlocking the security door for those entering the building, and greeting clients at the front desk. This position is also responsible for entering client data into the client database, and helping to maintain client files. Qualified candidates should have both a strong customer service skill set and a strong data and detail skill set, as well as a compassionate demeanor required for working with victims of trauma.

### General Duties

- Enter individual client demographic and service information into client database.
- File crisis intervention forms, daily activity logs, and client intake forms after entering.
- Triage client phone calls by transferring to appropriate staff person or requesting staff to respond to off-site client requests.
- Welcome clients and guests and announce their arrival to appropriate staff person
- Review security monitors and report concerning activities or persons
- Provide information to callers about agency services; Refer individuals to additional community services as-needed.
- Other program support duties as requested by the Executive Director

### Specific Job Skills:

- Ability to multi-task
- Ability to use Windows-based computers and Microsoft Office suite software
- Ability to accurately and quickly enter client data into a database
- Proficient with email
- Ability to work in a fast-paced, ever-changing environment
- Able to route phone calls on a multi-line phone system in a professional, compassionate demeanor
- Able to lift up to 20 pounds and sit at a computer for up to 10 hours a day with breaks
- Visual acuity necessary to read and process written materials
- Ability to work under pressure to meet deadlines.
- Ability to function harmoniously in a small but busy work place as part of a diverse team.
- Must acknowledge and adhere to the organization's confidentiality policy and procedures
- Must adhere strictly to the highest professional ethics, confidentiality, discretion, and judgment.

### Education/Experience/Training:

- Interest in working for a health and human services nonprofit
- Computer skills
- Data Entry Experience
- Ability to answer a multi-line phone

**Special Requirements:**

- Satisfactory criminal background investigation as a condition of employment

**Core Accountabilities:****TEAMWORK:**

- Cooperation, adaptability, flexibility, communication, dependability, supportive of team goals
- Works collaboratively with Executive Director, staff, and agency partners
- Demonstrates flexibility in response to unexpected changes in work volume.
- Establishes and maintains open communication to enhance team effort.
- Looks for opportunities to assist co-workers.

**RESPECT AND CARING:**

- Compassion, professional behavior, confidentiality, values diversity
- Maintains confidentiality per HIPAA and agency policies and procedures.
- Uses interpersonal skills that convey a positive and supportive attitude.
- Uses discretion in discussion related to staffing or personal concerns.
- Gives constructive feedback in a non-blaming, positive and confidential manner and responds positively to guidance and suggestions for improving performance.
- Makes continuous effort to identify opportunities to meet/exceed client needs and expectations.
- Demonstrates commitment to understanding and valuing individual differences, and fosters an environment of acceptance, fairness, and mutual respect.
- Values diversity and exhibits sensitivity in dealing with people of varied backgrounds and abilities.

**EFFECTIVE USE OF RESOURCES:**

- Effective use of time, people, supplies, safe and attentive work practices
- Has knowledge of The Victim Center's policies and procedures and exhibits work that is consistent with instructions, guidelines and procedures.
- Uses skills and knowledge effectively to perform assigned duties.
- Works in a safe manner while maintaining a safe and clean work environment.
- Reports all on-the-job injuries and seeks medical attention as appropriate.
- Reports needed repairs or potential hazards to the appropriate person as soon as identified.
- Promotes cost effectiveness through the proper use and conservation of supplies and equipment.
- Identifies cost saving measures.

**INITIATIVE:**

- Self-motivation, acts on opportunities to improve, contributes new ideas
- Fulfills work schedule and commitments.
- Meets deadlines
- Effectively organizes and prioritizes duties.
- Assumes responsibility for own work.
- Takes the initiative to identify and solve problems.
- Supports improvement and innovation in the workplace.
- Demonstrates awareness of and support of The Victim Center's vision, mission, and goals