



JOB OPENING

Title: Program Assistant
Reports to: Operations Supervisor
Status: Full-time, Non-exempt

Organizational Overview

Founded in 1980, Voices for Children (VFC) advocates for the rights and well-being of San Diego's abused children in the courtroom, in school, and in the community, through its dedicated network of staff and volunteers. Our mission is to ensure that foster children who have become dependents of the San Diego County Court will have a safe and permanent home. Recruited, trained, and supervised by VFC, our volunteer Court Appointed Special Advocates (CASAs) interface with key agencies, legal counsel, and community resources to identify and protect the best interests of each foster child. CASAs are empowered to act as fact finders for the juvenile court judge to ensure decisions and rulings are based on the most current and pertinent information about each child's situation. CASAs also provide emotional support as they guide their case children through the complex foster care system. CASAs strive to ensure that each child's needs are met. For more information, please visit our website at www.speakupnow.org.

Overview of the Position

The Program Assistant will manage a very busy reception area. Main duties include: 1) answer incoming phone calls; 2) greet and assist visitors; 3) assist with editing and routing of court reports; 4) assist with entering Case Assessment Program data into database; 5) assist staff and the volunteers who advocate for the children that Voices for Children (VFC) serves; and 6) assist with activities that VFC participates in/organizes.

The Program Assistant should be prepared to handle matters confidentially and with the strictest security when the need arises, whether the items are labeled confidential or not. Further, this employee must work as a full member of the Voices for Children team.

Job Responsibilities/Duties

- Answer incoming calls, recording of messages and distributing them to volunteers and/or staff in an accurate and timely manner.
- Ensure that volunteers are helped and/or directed to the appropriate person, department or organization.
- Receive, track and finalize court reports in cooperation with Advocacy Supervisors. This includes checking clerical accuracy and timely distribution according to the policies, procedures and practices of Voices for Children.
- Log in social workers' reports into our database and on occasion enter Case Assessment Program data.
- Assist with birthday gift card requests and distributing them to the Court Appointed Special Advocates.
- Assist with bank deposits and the delivery of the mail to the mailbox.





- Provide callers with general information in response to public inquiries regarding volunteer opportunities, services, programs and special events/activities.
- Maintain VFC library and track status of books that are checked out.
- Provide clerical support to volunteers and staff including distribution of court minutes, notification of volunteer meetings, filing of documents and any special projects that may arise.
- Provide support at special events and activities involving VFC as directed by the President/CEO.
- Continually work to further the Mission and Vision of Voices for Children.
- Provide backup administrative and clerical support to the Operations Supervisor and President/CEO as required.
- All other duties as assigned by the Operations Supervisor and/or the President/CEO.

Education & Requirements

At least two years of education beyond high school is desired in addition to at least two years of experience in customer service, office management and/or administrative support. Must be friendly, outgoing, and able to interact comfortably with staff and visitors. Must be able to multi-task and manage time wisely. This position requires functional skill in the use of a personal computer, competency in use of MS Office to include Word, Excel and Outlook; experience in the use of basic office machines (fax machine, copy machine, postage meter, etc.). Excellent written and verbal communication skills are required. All requirements must be complied with as set forth in the California Rules of Court, Rule 5.655.

Additional Information

Standard work week is 40 hours; however, employees are expected to work any additional time necessary to meet deadlines and complete assignments. Evenings and weekends may be required. Additional hours are subject to overtime pay. The VFC office shall be open for business during the following hours, except as hereinafter noted: Monday through Friday: 8:00 a.m. to 5:00 p.m. Coverage at the office by the program and office staff shall be according to such schedule as developed by the President/CEO.

Application Instructions

Please apply via our careers site at the following link: <http://https://www.jsco.re/1jj3g>. No phone calls, please. Position open immediately and will remain open until filled.

All new hires undergo a background check, including a DMV record review, FBI and DOJ fingerprinting, and a check of the Child Abuse Central Index.

NOTE: Your application should include:

- **Cover letter**
- **Resume**

Voices for Children is an Equal Opportunity Employer

