



JOB TITLE: Program Assistant
REPORTS TO: Manager of Operations
STATUS: Full time
PAY RATE: TBD, Non-Exempt
LOCATION: San Diego, California

Are you looking for a meaningful career in a position that allows you to make a difference in your community? Voices for Children is a respected, local nonprofit organization focused on fulfilling our mission to advocate for the needs of children in foster care. Consistently ranked in the top three CASA programs out of 1,000 nationwide, our team takes pride in serving our children with the highest level of excellence and care. Come to work at Voices for Children and you'll enjoy a friendly, warm culture with the following generous benefits for our full-time employees:

- Start out with 12 vacation days per year, 13 paid holidays, and an additional 5 days of paid time off after Christmas Day through New Year's Day
- A comprehensive, affordable benefits package to include several medical plan options (one plan is free for employees), vision, dental, flexible spending account, 403b plan for retirement savings, etc.
- A welcoming work environment

About Us

Voices for Children is the Court Appointed Special Advocate (CASA) program for San Diego and Riverside Counties. The mission of Voices for Children is to transform the lives of abused children by providing them with Court Appointed Special Advocates (CASAs). VFC believes that every child deserves a safe and permanent home, and to that end, our vision is to provide a CASA to every child in foster care who needs one, monitor every court file in the system, and advocate to improve the lives of San Diego County's foster children.

Recruited, trained, and supervised by VFC, our volunteer CASAs interface with key agencies, legal counsel, and community resources to identify and protect the best interests of each foster child. CASAs act as fact finders for the juvenile court judge to ensure decisions 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 unique needs are met.

About the Position

The Program Assistant will manage a 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.

Main Duties/Responsibilities

- Answer incoming calls and route them appropriately; record messages and distribute them to volunteers and/or staff in an accurate and timely manner.
 - Provide callers with general information in response to public inquiries regarding volunteer opportunities, services, programs and special events/activities.
- Ensure that volunteers are assisted and/or directed to the appropriate person, department or organization.
- Receive, track and finalize court reports in cooperation with Advocacy Supervisors. This includes checking for 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 CASAs.
- Assist with bank deposits and the delivery of the mail to the mailbox.
- 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.
- Provide backup administrative and clerical support to the Manager of Operations and President/CEO, as needed.
- Continually work to further the Mission and Vision of Voices for Children.
- All other duties as assigned by the Operations Supervisor and/or the President/CEO.

Education/Skills

- At least two years of education beyond high school is desired
- Must have at least two years of experience in administrative support or office management
- Must be friendly, outgoing, and able to interact comfortably with staff and visitors
- Must be able to multi-task and manage time wisely
- Proficiency with MS Office suite, including Word, Outlook, PowerPoint, and Excel
- Must have excellent written and verbal communication skills

Work Schedule

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 hours for this position are: 8:00 AM to 5:00 PM, with a one hour meal break.

Physical Requirements

- Able to sit for prolonged periods of time
- Able to sit at a desk and view a computer screen for up to two hours
- Able to speak into and use a telephone for long periods of time

Work Environment

- Professional office environment
- Fast paced working with multi-level distractions

Special Conditions

- Able to work extended hours as needed, with some nights and weekends required during special events

How to Apply

Please go to the following link: <https://jsco.re/2jmpo> and click “Apply for this Job” to apply. No phone calls, please. Position open immediately and will remain open until filled.

NOTE: Your application should include:

- Cover letter
- Resume

Voices for Children is an equal opportunity employer. All aspects of employment including the decision to hire, promote, discipline, or discharge, will be based on merit, competence, performance, and business needs. We do not discriminate on the basis of race, color, religion, marital status, age, national origin, ancestry, physical or mental disability, medical condition, pregnancy, genetic information, gender, sexual orientation, gender identity or expression, veteran status, or any other status protected under federal, state, or local law.”