**Job Description**

**Job Title: Program Assistant, Case Management** **Department: Behavioral Health Reports to: Manager of Case Management** **Effective Date: 5/31/2024**

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| **Guiding Principle:** | The St. Francis House Philosophy of Care commits us to providing person-centered, recovery-oriented and trauma-informed care. It guides everything we do at St. Francis House (SFH) – how we work with guests and how we work together as an entire organization and community. Each staff person is expected to learn, understand, and apply these principles in their everyday work. |
| **Job Summary:** | The Program Assistant position is a dynamic role that supports all of the guest facing work we do at St. Francis House. The Program Assistant reports to and works directly with the Manager of Case Management and the Director of Behavioral Health. The Program Assistant supports the case management team through administrative and workflow support. This position assists in stabilizing homeless and vulnerable individuals by coordinating the busy front desk of our case management program, and supporting general operations throughout the day. |
| **Supervisory Responsibilities:** | * None |
| **Essential Duties & Responsibilities:** | * Welcomes guests and visitors, determines nature of appointment, and alerts relevant personnel. * Updates guests-facing staff daily case management service changes via email, teams, radio. * Monitors the waiting area and makes sure that the space is organized and safe. * Collaborates proactively with colleagues within Behavioral Health and across SFH. * Coordinates team meeting agendas with the Manager. * Coordinates with external agencies to exchange resources, service updates, plan quarterly meetings, etc. * Coordinates with Boston Shared Network staff, submitting necessary forms and requesting MA ID voucher restock. * Maintains ordering, tracking, and distribution of monthly MBTA passes. * Keeps record of MA ID vouchers requests, issuance and upload request forms in HMIS database. * Conducts inventory and ordering of office supplies for the Case Management Team. * Supports Manager in maintaining invoices and receipts of all purchases and submitting to finance department. * Supports case managers in implementing workflow and communicating any issues within the team as needed. * Participates in the case management team meeting as scheduled. * Coordinates with maintenance team by submitting moving & repairs request in Gridium. * Coordinates with the Lawyers Clearinghouse and sets up office space for the lawyers to meet with guests. * Supports manager in developing and organizing other relevant clinic services as needed. * Ensures that St. Francis House forms for guests are available in multiple languages. * Creates and post flyers for relevant upcoming events. * Maintains up to date knowledge and communications of St. Francis House programs and services to provide guests appropriate information and guidance. * Uses client database to coordinate care and alerts. * Schedules and triages Case Manager of the Day appointments throughout the morning. * Notifies impacted guests of a Case Manager’s absence and attempts to reschedule when able. * Prepares intake packets and Notice of Privacy and Practice forms for new enrollments. * Keeps up to date housing applications of any lotteries or opportunities (%30 AMI) websites. * Ensures accurate listing of available shelters. * Maintains the Case Manager of the Day Reference Binder with up-to-date forms and information. * Adheres to agency code of conduct. * Performs other duties as assigned. |
| **Required Skills/Abilities:** | * Proficiency in Microsoft Office Suite platforms (Outlook, Team, Word, Excel, Power Point). * Experienced with HMIS databases (DND Warehouse, Clarity, ETO, etc.). * Self-directed with the ability to work both independently and as part of a team. * Warm, welcoming, positive, enthusiastic demeanor. * Reliable, dependable, flexible and ready to jump in to assist. * Proficiency in English. * Excellent verbal and written communication skills. * Excellent interpersonal and customer service skills. * Excellent organizational skills with attention to detail. * Ability to function well in a fast-paced and stressful environment. * Basic understanding of and commitment to taking a person-centered, recovery-oriented, and trauma-informed approach. * Strong analytical and problem-solving skills. |
| **Education and Experience:** | * High School diploma or equivalent. * Further education in human services a plus. * Experience providing direct services to homeless individuals. * Experience providing office management / administrative support in a fast-paced setting. * Experience with multi-line phone system/s. * Experience working at the front desk. * Experience in customer service. * Proficient in Microsoft Office platforms (Outlook, Teams, Word, Excel, and Power Point). * Lived experience preferred. * Bilingual Spanish / Haitian Creole preferred. |
| **Physical Requirements:**  **Work hours, Equipment used** | * Prolonged periods of sitting at a desk and working on a computer. * Must be able to lift and carry 10-20 pounds independently. * Frequently moving throughout multi-level building. * Constantly operate computers and other office machinery, such as copy machines, computer printers, projectors. * Eight hours a day, 5 days/week, mainly Monday through Friday, 7:30am-3:30pm. * On rare occasions, extended evening and weekend hours may be optional, and would be determined and scheduled in advance. |
| **Essential Personnel:**  ***(Employee who is designated to work during a business closure or limited closure in order to meet operational requirements.)*** | * NO. |
| **EEO and Accommodations:** | SFH is an Equal Employment Opportunity Employer and is committed to a diverse and inclusive workforce where all staff can reach their fullest potential. We welcome everyone who has lived experience of homelessness and/or recovery, and those who have faced historic barriers to competitive employment, particularly Black, Indigenous, and People of Color (BIPOC), those who are multi-lingual, multi-cultural and members of the LGBTQ+ community.  Reasonable accommodation may be provided to enable individuals with disabilities to perform these duties. |

This job description is subject to change and does not restrict management’s right to assign or reassign duties and responsibilities to this job at any time.

***Completed by Human Resources only:***

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| FLSA Status: Exempt Non-exempt  Full-Time  Part-Time; \_\_\_\_\_\_\_\_\_ Hours per week  ***Salary Range: Low*** $42,600 per year ***Medium*** $  ***High*** $46,860 per year  ***Job Tier: \_*** 3**\_\_** |