

Program Assistant Job Description

- Title:** Program Assistant (Refugee Services)
- Reports to:** Associate Director of Refugee Services
- FSLA Status:** Non-Exempt
- Job Status:** Full Time
- Supervises:** Assigned AmeriCorps members, volunteers, and interns (as applicable).
- Summary:** Responsible for a range of programmatic and administrative support services for the refugee services program. Works closely with the director, associate director, program manager, and agency director of support services to support program activities and enhance program operations. Assists with pre-arrival coordination and creation and maintenance of client case files. Greets clients and visitors, answers the main phone line, schedules client appointments, and assists with office management. Assists with distribution of donations and goods to clients according to grant requirements. Supports Central American Minor and Affidavit of Relationship family member petition programs.
- Possesses a strong commitment to the mission of Catholic Charities including an understanding of Catholic Social Teaching and ability to demonstrate the Catholic philosophy and values of the agency.

Essential Duties and Responsibilities

Programmatic Support:

- Assist the director of refugee services with a variety of programmatic and administrative activities, including but not limited to grant writing and management, program compliance and evaluation, and donor relations;
- Monitor refugee arrival notifications and with the associate director and other relevant staff on pre-arrival preparations, including creating case files and preparing required documentation;
- Take minutes at weekly staff meetings, quarterly stakeholder consultations, and other meetings;
- Assist the associate director with Affidavits of Relationship (AORs) and the Central American Minors program, including potential for case assignments;
- Create, organize, and help maintain client case files;
- Provide programmatic and administrative support for a variety of programs;
- Work closely with the director, associate director, and program manager to enhance program operations;
- Assist in tracking donations provided to clients and donations inventory;



- Assist in distributing and tracking diapers, hygiene bags, and other goods provided to families according to program requirements;
- Maintain knowledge of refugee services and other Catholic Charities programs;
- Other duties as assigned.

Office Management:

- In conjunction with the Director of Support Services, develop and implement daily office management tasks, including monitoring supplies, maintaining clean space, opening and closing procedures, etc.;
- Under the direction of the associate director and in conjunction with the Director of Support Services, support operations and maintenance of the office, including purchasing and managing office supplies, equipment, and technology;
- In conjunction with the Director of Support Services; support communication with vendors, including internet, phone, and IT services;
- Assist with mailing and shipping needs;
- Other duties as assigned.

Reception

- Develop and update front desk procedures;
- Schedule, train, and manage volunteers serving at the front desk;
- Maintain organized and neat reception area;
- Answer the main office phone number, monitor voicemails, and direct calls to appropriate staff;
- Greet and sign in clients and visitors at the front door;
- Schedule client appointments with appropriate staff;
- Answer general inquiries on the phone or in person;
- Other duties as assigned.

Supervisory Responsibilities

Provides daily task supervision to AmeriCorps members, volunteers, and interns (as assigned).

Skills and Abilities:

- Demonstrated excellent interpersonal and cross-cultural communication skills and ability to thrive in a multicultural setting;
- Demonstrated ability to establish and maintain professional boundaries with staff and clients;
- Demonstrated ability to use strengths-based, person-centered, and trauma-informed approaches in work with clients, coworkers, community partners, and community members;
- Demonstrated ability to develop and implement policies and procedures;
- Possess compassion, flexibility, and adaptability;
- Demonstrated excellent team building skills;
- Demonstrated capacity to work independently and monitor assigned tasks;
- Capacity to follow rigorous documentation demands;



- Advanced Proficiency or Fluency in Arabic, Burmese, Karenni, Somali, French, Swahili, Kinyarwanda, Tigrinya, Dari, Kirundi, Spanish and/or Amharic a plus.

The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Education and/or Experience

High school diploma required. Bachelor's degree in health or human services, public policy or administration, non-profit administration, or international/global studies preferred. Three or more years of professional experience in a non-profit or community setting preferred.

Computer Skills

Demonstrates excellent computer skills and familiarity with commonly used programs, including Microsoft Office Suite. Professional experience with social media strongly preferred. Ability to learn and effectively use various data collection and database management systems to record data required. Demonstrates strong proficiency with Internet tools and techniques for searching, extracting, and processing information.

Workplace Ethics

Treats people with dignity and respect. Inspires the trust of others. Works ethically and with integrity. Maintains and safeguards confidential information. Possesses a strong commitment to the mission of Catholic Charities including the understanding of Catholic Social Teaching and ability to demonstrate the philosophy and values of the agency. The identity of the agency is clearly Catholic. As such, Catholic Charities adheres to the social and moral teachings of the Catholic Church.

Communication Skills

Exhibits excellent interpersonal communications skills including the ability to establish and set strong personal boundaries. Keeps others adequately informed and exhibits excellent team building abilities. Expresses ideas and thoughts clearly. Exhibits excellent listening and comprehension skills; seeks clarification when needed and selects and uses appropriate communication methods. Ability to communicate and interact with a wide variety of people having diverse social concerns and problems. Ability to communicate the mission and services of Catholic Charities both within the agency and community. Excellent public speaking skills.

Language Skills

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write required documentation requiring minimal revisions by others. Ability to effectively present information and respond to questions from employees, managers, clients, and the public. Ability to respond professionally to common inquiries or complaints from customers, regulatory agencies, or members of the business community.

Mathematical Skills



Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

Reasoning Ability

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Other Qualifications

Ability to successfully pass a child abuse registry check and criminal background check, and requires completion of the Protecting God’s Children VIRTUS training session.

Licensed to operate a motor vehicle and ability to meet agency auto insurance coverage requirements. Local travel required.

The work of Catholic Charities serves as an expression of the ministry of evangelization of the Roman Catholic Church by serving the poor and most vulnerable in our society. Although staff are not to proselytize, they are, however, expected to be guided in every way by the teachings of the Catholic faith in their daily work. These include church teachings on abortion, sterilization, abstinence, and the sanctity of the family as well as fidelity to the Catholic ethical religious directive of the United States Conference of Catholic Bishops. In addition, all staff are invited to attend periodic Catholic Masses. As employees of Catholic Charities, it is further expected that staff will adhere to the Diocesan code of conduct. Employees are expected to not only perform duties consistent with the Doctrines of the Catholic faith, but outside of the workplace they are expected to refrain from publishing any communication in any form, electronic or otherwise, that affiliates them with Catholic Charities in a manner that is inconsistent with the doctrine of the Roman Catholic faith.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

I have read this job description and fully understand the requirements set forth therein. I understand that this is to be used as a guide and that I will be responsible for performing other duties as assigned. I further understand that this job description does not constitute an employment contract.

Employee Signature _____



Printed Name _____

Date _____