



Mission: *To offer resources for building healthy relationships and to work with community partners to provide services for healing the effects of interpersonal violence.*

Vision: *A community unified in peace and justice for the safety and well-being of every individual.*

TITLE: Program Support Specialist

GENERAL DESCRIPTION: Join a passionate, dynamic team dedicated to eliminating all forms of power-based personal violence, promoting peace, justice, freedom, and dignity for all. The ideal candidate is a warm, self-starter deeply committed to providing services from a strengths-based, social justice and anti-oppression framework.

JOB DESCRIPTION: This position provides support for all programs primarily at the Client Services Center (CSC) with occasional requests to work from our Emergency Shelter.

BEGINNING SALARY: \$18.75-\$22/hr DOE
(Beginning at \$17.75 prior to Crisis Intervention Training)
Bilingual Differential: additional \$1.50/hr

SUPERVISOR: Program Director

STATUS: Non-Exempt, 40 hours per week

BENEFITS: Benefits include paid sick, holidays, vacation, additional flexible PTO, IRA with employer match & medical insurance (health, vision, dental)

QUALIFICATIONS:

- Have a reliable means of transportation, valid driver's license and insurance. Must be willing to provide transportation to clients.
- Must pass Live Scan.
- Must have Crisis Intervention Training certification with emphasis on power-based personal violence, or be able to successfully complete state required training (this training can be provided).
- Fluency in speaking and writing English; bilingual encouraged to apply.

SKILLS AND KNOWLEDGE OF ALL AGENCY POSITIONS:

- Must abide by the Employee Manual and Community Beyond Violence (CBV) Policies and Procedures and adhere to CBV Agency Philosophies, ethical standards, values and mission.
- Open and willing to work through change in the workplace.
- Must embrace principles of trauma informed care and commit to on-going personal growth.
- Adhere to the philosophy that Clients' autonomy should be respected and all participation in services are voluntary.
- On-going training in power-based personal violence, DEI, and related fields required.
- Handle multiple tasks, manage time, evaluate progress and adjust activities to complete tasks within established time frames and produce high quality work.
- Communicate with the public and community agencies.
- Work both independently, as well as collaboratively with team members.

- Communicate sensitively and without judgment and to abide by agency confidentiality policy.
- Use good judgment to take responsibility for decisions made.
- Be flexible with work hours.
- Role model non-violent behavior in resolving conflicts and exercise appropriate boundaries.
- Accept and work with people from diverse personal and cultural backgrounds.

POSITION RESPONSIBILITIES:

- Answers multi-line phone system and routes calls as appropriate, monitors the general office voicemail
- Responsible for filing and maintenance of client records
- Carries out clerical tasks and research as requested by members of the Leadership team
- Provides oversight and training of volunteers on front desk and clerical duties
- Keeps agency calendars up to date
- Responsible for tracking staff meeting attendance, staff training hours, taking and distributing notes and recordings
- Greets clients who come into the Client Services Center, connects them with an available advocate
- Responsible for keeping copy room and supplies organized and stocked
- Supply ordering
- Maintains AP files, including filing receipts
- Prepares weekly bank deposit
- Coordinates any maintenance needed at CSC or shelter
- Picks up office and client mail daily, stamps and distributes as appropriate
- Coordinates check signing by ED (and BOD when necessary)
- Produces and maintains supply of employee and board manuals
- Keeps shelter stocked (food and supplies as requested by Manager, coordinates orders)
- Support with data entry as needed
- Administrative support with interviewing and onboarding process
- Responsible for Client Services Center opening and closing procedures
- Other program support duties as assigned

PERSONAL QUALIFICATIONS: Ability to follow oral and written directions. Must be flexible, creative and take initiative in handling emergencies. Compassion and understanding for people in crisis. Strong administrative, interpersonal and communications skills. Willingness to further education.

LANGUAGE SKILLS: Ability to write business correspondence, reports and applications. Ability to effectively present information and respond to questions from groups and individuals.

REASONING ABILITIES: Ability to problem solve with clients and co-workers towards accomplishing resident case management goals, program goals and objectives, and funding requirements.

PHYSICAL REQUIREMENTS: This position requires the ability to operate office equipment. The employee is frequently stationary and moves through the work site intermittently. Must be able to move objects up to 25 lbs. Must be able to physically function in an office environment to perform requirements of position.

Reasonable accommodations can be made for qualified employees with disabilities.

Community Beyond Violence is an Equal Opportunity Employer.
All positions are grant funded and subject to possible funding/position loss.

Elements of this job description will be periodically evaluated and are subject to adjustment by CBV.