

Program Assistant at Adelante Familia

Full-Time with Benefits

The Program Assistant is responsible for the administrative activities, particularly those associated with the program's service enrollment processes, client case tracking & reporting, and routine administrative tasks and support of the day-to-day office operations of the Adelante Familia site.

Qualifications:

Ability to communicate orally and in writing in both Spanish & English. High school diploma or GED. Experience with office equipment including multi-line phones. Computer literate (MS Word, internet, e-mail), including the ability to search and retrieve information from the internet. Demonstrated ability to prioritize and manage multiple tasks. Ability to take initiative, to work with people of diverse backgrounds and to work without direct supervision. Ability to understand intimate partner violence and how it affects the client population. Knowledge of Latino community and resources in Baltimore City is preferred.

Essential Duties:

- Providing general administrative assistance and support to the Adelante Familia staff
- Providing assistance to Client Service Coordinators with client intakes, Needs Assessments, and scheduling appointments
- Provide shift coverage of hotline calls and data entry of information from calls
- Providing database record keeping and reporting support to staff as needed
- Assisting with organizing, maintaining inventory of, and distributing food for the Food Pantry and general office supplies
- Carrying out routine office activities such as answering and routing phone calls, copying, filing, data entry, recordkeeping, e-mail, mail, and other tasks as needed
- Coordinating internal site communications (e.g., calendars, contact lists, etc.) and assisting with communications between programs and external community partners
- Must be able to travel between multiple work sites
- General supervision of volunteers and/or interns