



child parent institute

building brighter futures for our children and families

Job Description

Title: Parent Support Services Program Assistant (Spanish/English bilingual preferred)

Job Classification: Non-exempt employee

Reports to: PSS Operations Manager

Hours: Full Time - 32 hours a week

Job Summary: Under the supervision of the Operations Manager, the Program Assistant will support the PSS Coordinator with administrative and client support parts of the program including but not limited to data collection and entry, initial client intake, filing, chart creation, billing and reporting tasks. The ideal candidate should have exceptional attention to detail, able to multi task and work well in a time-sensitive environment, process a high volume of data entry, be high functioning, self-starter and friendly. They must have strong computer skills, especially with MS Excel, Word, and various databases.

Essential Duties:

- Collect, organize, and enter program data
- Help with client intake (i.e. follow up phone calls and sending letters)
- Create case folders/charts for new clients
- Maintain filing duties
- Maintain inventory of educational material
- Help prepare for meetings and classes
- Translate material from English to Spanish when needed (if bilingual)
- Support front desk coverage when needed
- Assist the Operations Manager and Parent Support Services Director with specific tasks as needed.

Desired Education/Knowledge/Skills:

- Excellent written and oral communication skills
- Bilingual, Spanish/English preferred
- Good organizational skills
- Knowledge of data collection and good number skills
- Knowledge of computers including MS Outlook, Excel, Word, etc.
- Ability to handle a variety of tasks with short deadlines.
- Comfortable working with limited resources.

NOTICE: This job description is provided as a general summary of common job duties performed by individuals assigned this job title. It is not all-inclusive, nor is it intended to create a contract, written or implied, between employees and Child Parent Institute, nor does it in any way alter the at-will employment relationship that exists between employees and Child Parent Institute. As a condition of employment, all agency employees are expected to perform job duties assigned by agency management even when such duties are not included in their job description. CPI is an equal opportunity employer.

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“Our mission is to end child abuse and strengthen the health of children, parents and families.”