Job Title: Bilingual Program Assistant
Job Classification: Regular, part-time, non-exempt
Reports to: Resource Program Manager
Hours: 20 hours per week
Schedule: To be determined, with occasional evenings and weekends

Job summary: The Bilingual Program Assistant is the first point of contact for clients of the Resource Program and communicates regularly with clients by phone. This position is responsible for data collection and reporting and maintaining accurate and complete records of services provided.

Essential Duties:
- Assist with client intake (i.e. phone clients, mail information).
- Collect, organize, and enter data with accuracy in a timely manner.
- Create initial case folders for distributions of cases.
- Maintain filing duties.
- Maintain resource list and make updates on a regular basis.
- Manage communication with diaper project applicants.
- Communicate with clients in Spanish and English.
- Translate material from English to Spanish when needed.

Knowledge/skills/experience:
- Excellent written and verbal communication skills.
- Strong organizational skills and ability to multitask.
- Knowledge of data collection and good number skills.
- At least one year of experience working or volunteering in a human services position working with vulnerable populations.
- Knowledge and experience in working with diverse populations, utilizing culturally competent, strength-based strategies.
- Practice reflective listening skills.
- Positively represent CPI to clients, employees, and other community providers.
- Use patience and tolerance in meeting families at their current developmental stage.
- Maintain willingness to take on additional tasks and remain flexible and adaptable to change.
- Ability to perform in a busy office environment, be comfortable multi-tasking
- Must be a self-starter, able to take initiative to identify problems, develop systems as needed
- Basic computer skills required including Microsoft Office suite (Excel), and comfort with working with unfamiliar data bases.

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

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PHYSCIAL REQUIREMENTS:
- Ability to lift 25 lbs (supplies)
- Prolonged sitting and working on a computer and telephone.