



## **Job description Program Assistant**

### **About the Opportunity**

FamilyAid Boston (FAB) is Greater Boston's leading provider of solutions to family homelessness. Its mission is to empower parents and caregivers facing homelessness to secure and sustain housing and build strong foundations for their children's futures.

The hundred-plus year-old agency has launched bold new strategies to dramatically increase its prevention, housing and supportive services for children, putting the organization on a fast-growth trajectory.

To support these strategies, the agency seeks a dynamic Program Assistant to support the agency's deepening services to more than 3,000 children and parents. The Program Assistant is responsible for coordinating, tracking, reporting and implementing multiple financial supports to FamilyAid's prevention and diversion clients.

FamilyAid's supportive, collaborative, and diverse workplace is an ideal work environment for experienced, result-oriented professionals who are driven to help children and families thrive. The agency supports professional growth, and offers competitive salaries, health and dental plans, an employer-contributed 403b retirement plan, and a generous paid time off package.

### **Position Summary:**

Reporting to the Program Manager, the Program Assistant will support the administration of FAB's prevention and diversion financial assistance programs. The position will accurately detail and implement FAB's financial assistance processes and workflows designed to ensure greater financial stability for homeless and at-risk families. This position is responsible for accurate, timely adherence to program requirements, and managing the program's general administrative activities in coordination with the Program Administrator, program management, case management staff, and finance department.

### ***Competencies***

- Workload management
- Organization and systems knowledge
- Ownership
- Workload management
- Problem-solving
- Detail-oriented
- Manages with data
- Respectful Communication
- Initiative and results-driven
- Critical thinking
- Adaptability
- Strong documentation and organizational skills required.
- Strong interpersonal and communication skills.

## **Duties & Responsibilities:**

### ***Programs***

- Learn and understand all internal and external financial assistance sources applicable to FAB clients and partners.
- Understand, track and ensure adherence to funding guidelines for all financial assistance sources.
- Coordinate a flexible financial assistance grant process: tracking, organizing, mailing checks and memos, collecting, and entering data into a system.
- Review funding requests.
- Enter applications/financial assistance data into data system.
- Manage follow-up data collection with caseworkers including 6- and 12-month follow-ups.
- Manage program data: Entering and ensuring accuracy of data on flexible financial assistance grant applicants and recipients; managing follow-up data requests to case managers to meet foundation grant requirements-
- Assist with agency administration duties as assigned by Program Manager.
- Undertake other duties/or assignments as assigned.
- Answer and direct phone calls in relation to funding programs.
- Plan meetings and take detailed minutes.
- Write and distribute email, correspondence memos, letters, faxes and forms as necessary.
- Assist in the management of documentation and filing system.
- Maintain client/contact lists as required.

### ***Collaboration***

- Participate in weekly supervision, and professional development as determined in annual performance evaluations.
- Serve as a reliable and upbeat colleague in collaborative efforts to achieve the agency's annual goals and objectives.
- Assume other responsibilities as requested by supervisory staff.

### ***Leadership***

- Possess strong core ethics, integrity, and accountability consistent with FamilyAid Boston's mission, vision and values.
- Align and lead self towards achievement of FamilyAid Boston's mission, vision, values, strategic plan and annual operational and financial plans.
- Identify internal and external expectations and exceed them.
- Work in a manner that is diplomatic, inclusive, transparent, communicative, open and fair.
- Promote a high-performance culture.
- Develop and model positive, trusting, supportive, safe, and nurturing relationships.
- Exhibit an emotionally warm, developmentally appropriate, listening and engaging approach.
- Work in sync with program leadership and staff to ensure client's satisfaction and safety.
- Undertake other duties as assigned by Program Manager, Director of Housing and Prevention and/or Program Managers, Chief Operating Office and Chief Financial Officer.

### ***Qualifications***

- Bachelor's degree required.
- Experience in accounting.
- Proven experience managing budgets.

- Ability to learn quickly and willingness to take on responsibilities.

**Supervisor:** Program Manager

**Location:** 3815 Washington Street, Jamaica Plain, MA 02130

**Hours:** 40 hours/week. Days and hours to be determined, with the flexibility to meet client and program needs.

**To apply:**

Applications will be reviewed on a rolling basis. Please send your cover letter and resume to

[hr@familyaidboston.org](mailto:hr@familyaidboston.org):

**FamilyAid Boston is committed to a policy of equal employment opportunity without regard to race, color, national origin, religion, disability, gender, gender identity, sexual orientation, or age.**