

Career Education & Training Center (CETC) Program Assistant – P/T

Reports to:	Director, Education & Training
Supervises:	Not Applicable
Department:	Adult Education
FLSA Status:	Non-Exempt
Position Classification	Regular, Part-time
Work Schedule	25 hours per week with normal hours being between 9:00am and 5:00pm, Monday – Friday
Revised Date	9/21/21

About the YWCA National Capital Area (YWCA NCA)

Mission – The YWCA is dedicated to eliminating racism, empowering women and promoting peace, justice, freedom and dignity for all.

Vision – Provide women and their families with the necessary programs that foster independence, economic stability and overall well-being.

Bold Goal – A majority of women and girls of color across the National Capital Area have the resources and support necessary to achieve personal, educational and professional success.

Position Summary

The Program Assistant is responsible for assisting in the coordination and management of program activities, including assisting with student recruitment and registration, performing general office duties such as answering calls, recordkeeping, data entry, filing and addressing client concerns.

Position Responsibilities

- Assist the Director of Programs and Chief Program Officer with the coordination of recruitment, intake and retention activities for program enrollment. This includes taking intake calls, scheduling consumer appointments, assisting with CASAS testing, scheduling initial intake screening and testing, program assignment and scheduling of psychosocial assessments for social worker.
- Research, organize and assist with recruitment & retention strategies for adult literacy students. Including the use of community websites, development of flyers, and presentations to community organizations about the literacy program.
- Responsible for the creation, oversight and maintenance of student records, data files, case files and program operations binders for program year. Ensure completion of client documentation and correspondences for student records and licensing.

- Carry out all administrative tasks required for program compliance, this includes creating and assisting with the review and revision of program procedures and protocols as needed and providing staff with updates in a timely manner.
- Compile, review and evaluate weekly, monthly and quarterly statistical data, as well provide timely internal and external progress reports to the Director of Programs and Chief Program Officer and funders.
- Assist in the preparation of statistical reports, grant proposals, program budgets and progress reports to funders.
- Ensure accurate entry of program data into LACES and Apricot databases and assist with the preparation of monthly data reports for review by Program Director.
- Coordinate with community resources to provide transportation, food services, and other support services in order to remove attendance barriers for families.
- Assist with the coordination of regularly scheduled staff meetings to ensure well-coordinated and effective delivery of project services to meet program objectives.
- Actively contribute as a part of a multi-disciplinary treatment team.
- Understand and apply state and federal confidentiality regulations with regard to client records and correspondence.
- Assist in the identification of resources for recruitment and retention of participants.
- Establish and maintain effective working relationships with other YWCA/NCA program staff and contractors.
- Establish and maintain professional and respectful liaison with relevant community agencies, facility management, and community members.
- Attend all mandatory trainings, meetings, and conferences required by all contracting agencies and YWCA/NCA.
- Perform other duties as assigned by the supervisor and/or the management team.

Education and Experience

- Bachelor's Degree in Education, Social Work, Counseling or related field.
- Minimum of four years' experience (two-years with a Master's degree) working as a program assistant in a similar environment with experience in office administration and data entry.
- Two years of experience providing program support in a non-traditional educational setting with adult learners is highly desired.
- Must comply with mandatory COVID-19 vaccination policy.

Knowledge, Skills and Abilities

- High degree of technology proficiency. Strong working knowledge of Windows applications and MS Office Suite (Word, Excel, and PowerPoint) and internet research techniques. Prior database management experience preferred.
- Possess excellent data management and project management skills.
- Must be certified as a CASAS proctor, or be eligible for CASAS training.
- Ability to communicate and negotiate effectively both verbally and in writing with staff and clients.
- Demonstrate professionalism and excellent interpersonal skills.
- Consistently demonstrate prompt and dependable attendance according to work schedules.
- Possess excellent time management skills with ability to coordinate multiple projects simultaneously and complete assignments in a timely manner.
- Ability to work independently, prioritize, organize, problem solve and exercise sound judgment with minimal supervision.
- Proven ability to maintain objective, professional relationships with individuals from diverse backgrounds including program participants, colleagues, supervisors, volunteers, and community partners.
- Ability to manage confidential information with diplomacy and tact.

Working Conditions/Physical Requirements

- The work is performed in an office settings, with occasional offsite meetings and program activities in the Washington Metropolitan area.
- This position is classified as light work and requires the ability to speak, hear, see, read and lift objects up to 10 lbs. frequently and up to 20 lbs. occasionally.

Equal Employment Opportunity Statement

The YWCA National Capital Area is an Equal Opportunity Employer. We seek to recruit, hire and retain the most qualified individuals without regard to race, color, religion, national origin, citizenship, sex, age, gender, disability, marital or veteran status, personal appearance, sexual orientation gender identity or expression or any other characteristic or status protected by applicable federal, state or local law.

It is our intent and desire that equal employment opportunities be provided in employment, recruitment, selection, compensation, benefits, promotion and all other terms and conditions of employment.