



## PROGRAM ASSISTANT

### DEFINITION

Under general supervision, provides various support to the administration and operation of specialized programs to meet the needs of participants in the community or social service programs.

### DISTINGUISHING CHARACTERISTICS

This support position works under the direction of a Program Coordinator or other professional or management staff member and provides generalized support and services for a variety of program areas. This class is distinguished from Program Coordinator in that the latter has supervisory and coordinative responsibility for a specific program.

### EXAMPLES OF DUTIES (Illustrative Only)

- Receives and reviews program applications to determine eligibility and certifies clients for program services; counsels and advises applicants based on their needs and makes appropriate referrals to other community services agencies as applicable.
- Issues program services certificates and vouchers and maintains records of such documentation and awards.
- Performs program implementation including the scheduling of trips, collection of fees, reservation of transportation, and the promotion and oversight of scheduled program activities.
- Provides information about resources, programs, service and entitlements, Medicare, medical and other programs which exist under Human Services.
- Provides basic counseling about aging, nutrition, and low-income concerns and assists clients with independent living and long-term care matters.
- Evaluates progress of program participants by assessing health, weight, hematocrit/hemoglobin measures and similar parameters.
- Maintains liaison with co-workers, community groups, government agencies and other entities to ensure maximum usefulness of programs.
- Maintains accurate files and records related to contacts with program participants.
- Performs publicity and community outreach for assigned programs; may speak to various groups; conduct group classes on various program topics such as prenatal, infant, child and family nutrition.
- Performs various office support work such as typing and filing; maintains fiscal and statistical records related to programs; compiles various reports.
- Attendance and punctuality that is observant of scheduled hours on a regular basis.
- Performs related work as assigned.

### MINIMUM QUALIFICATIONS

#### **Education and Experience:**

*A combination of the required experience, education, and training that would provide the essential knowledge, skills, and abilities is qualifying; however, education may not solely substitute for the required experience.*

**Education:**

Equivalent to possession of an Associate of Arts degree with major coursework in social services, psychology or a related field,  
-and-

**Experience:**

One (1) year of experience in eligibility determination, counseling or intervention or in office support work which has included interpreting and explaining complex rules and regulations. Relevant experience may be substituted for the education on a year for year basis.

**Other Requirements:**

- Possession of, or ability to obtain and maintain, a valid California or Nevada Driver's License and a satisfactory driving record.

**Knowledge of:**

- Basic knowledge of services and resources for seniors and low-income families.
- Principles of good nutrition for various ages.
- Basic interviewing and counseling methods and techniques.
- Standard office practices and procedures including use of common office equipment such as word processors.
- Record keeping and general file maintenance.
- Business arithmetic.

**Ability to:**

- Conduct workshops and education programs.
- Interview applicants and determining eligibility for programs and entitlements.
- Provide simple nutritional assessments.
- Organize and maintain program files and records.
- Apply and explain rules and procedures.
- Prepare clear and concise reports and correspondence.
- Understand and follow oral and written directions.
- Assist and counsel low income and elderly individuals and families.
- Establish and maintain effective working relationships with those contacted in the course of the work.

**ENVIRONMENTAL CONDITIONS/PHYSICAL DEMANDS**

*The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.*

**Environment:** Work is primarily performed indoors in a standard office setting with infrequent trips outdoors in all weather conditions.

**Physical:** Primary functions require sufficient physical ability to work in an office setting and operate office equipment; vision in the normal visual range with or without correction sufficient to read computer screens and printed; hear in the normal audio range with or without correction. **Frequent** sitting, wrist and arm motions and upward/downward flexion of neck; use of both hands, ability to grasp and hold. **Occasional** standing, walking. **Infrequent** reaching, bending; lifting, carrying or pushing objects that weigh up to 15 lbs.

**WORKING CONDITIONS**

As required by Internal Revenue Service Publication 1075, individuals in positions that have access to Federal Tax Information (FTI), will be subject to a background investigation and a criminal history check. In addition, individuals hired into positions that have access to FTI will be re-investigated at the frequency prescribed in Publication 1075.

**HISTORY**

JCN: 7301

Created: JUN 1990

Revised: JUL 1994

Revised: JAN 2004

Revised: APR 2013 - HRD