



# Program Support Assistant I

## Job Description

<b>Hours per week</b>	30+ hours/week (0.75 FTE)
<b>Supervised by</b>	TECP Supervisor
<b>Location</b>	Springfield
<b>Starting wage range</b>	\$14.50 – \$17.46, depending on qualifications

The mission of the Relief Nursery is to prevent the cycle of child abuse and neglect through early intervention that focuses on building successful and resilient children and strengthening parents. Our staff work as a team to provide a unique array of comprehensive family support services from therapeutic classrooms to substance use disorder recovery support, that are easily accessible to parents with children birth to six years of age who are at high risk for abuse or neglect. At the core of the Relief Nursery is the belief in focusing on, and building upon, the strength of each family we serve.

We are currently seeking a Program Support Assistant 1 to help support this mission. The Program Support Assistant 1 supports the effective functioning of Relief Nursery programs and services by filling a variety of day-to-day roles to meet the on-going and emergent needs of the agency. Primary roles include reception duties, assisting teachers or acting as a classroom assistant in our Therapeutic Early Childhood Program, filling in to help transport children to and from Relief Nursery when transportation staff are unavailable and offering other program support as needed.

This is an ideal position for anyone interested in exploring a career path at Relief Nursery or in social services or retired professionals looking to give back to the community – particularly skilled problem solvers and those who enjoy developing creative approaches to stressful situations.

### Responsibilities

The Program Support Assistant 1 is the first to greet guests, volunteers, staff, and clients as they enter the Nursery. The position provides clerical support for administration and program staff as needed and answers all incoming calls. In addition, the position provides general support to the Therapeutic Early Childhood Program (TECP) and Respite Care programs by assisting teachers in the therapeutic classrooms and providing other program support as assigned.

### Duties:

1. Meets and greets Relief Nursery families and clients, volunteers, vendors, and other visitors to the site. Monitor persons entering and exiting the building
2. Answers all phone calls, directs calls, and takes messages as needed. Records and routes messages left on main voicemail box
3. Distributes faxes upon receipt and internal mail twice per week
4. Responsible for on-site community donation program for a variety of donations, including:
  - a. Accepts and records donations
  - b. Provides receipts for tax purposes
  - c. Writes letters to in-kind donors when required
  - d. Maintains and monitors clients need list
  - e. Sorts, cleans, and organizes all community donations received



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5. Types and distributes general correspondence for administration when requested and maintains correspondence files
6. Keeps in-house forms up-to-date and well stocked
7. Attends Relief Nursery meetings as necessary
8. May assist with data collection, files, and tracking for families and clients
9. Keeps all filing up to date for current child files, switch out files at end of year and prepare for storage
10. Responsible for producing class list for programs once a month, and keeping information current for child files
11. Assists in organizing and documenting certificates for ORO compliance as requested
12. Announces bus arrivals on school days
13. Provide general support to the Therapeutic Early Childhood Program (TECP) and Respite Care programs by assisting teachers in the therapeutic classrooms as assigned
14. Provide other program support as requested

### Minimum Qualifications

*Studies have shown that women and people of color are less likely to apply for jobs unless they believe they meet every one of the qualifications as described in a job description. We are most interested in finding the best candidate for the job, and that candidate may be one who comes from a less traditional background. If you are interested in applying, we encourage you to think broadly about your background and qualifications for the role.*

*Individuals who previously received services from Relief Nursery or those interested applicants who do not meet the minimum qualifications are also encouraged to apply.*

1. Willingness to obtain First Aid and Infant/Child CPR Certifications within 90 Days of hire
2. High School Diploma or GED equivalent
3. Bilingual in English and Spanish
4. Experience working with children birth through 5 years old and their families and the ability to relate tactfully, confidently, sensitively, and non-judgmentally with a diverse population and special needs groups
5. Experience with computers and various software programs, including Outlook, Microsoft Excel and Microsoft Word
6. Basic office skills (formatting letters, filing, typing, etc.)
7. Ability to operate basic office equipment (copiers, fax, computers, multi-line phone system, etc.)
8. Dependability, flexibility, punctuality and good organizational skills are a must
9. Good communication skills and proven ability to maintain a professional demeanor with clientele and staff at all times
10. Basic reading, writing, and typing skills
11. Ability to work independently or as a team member



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### Preferred Qualifications

1. Associate or Bachelor's degree
2. Experience working with high-risk families

### Annual Benefits for Employees

Relief Nursery employees working 30 or more hours per week enjoy the benefit of being a part of an organization that makes the world a safer and better place. A flexible work schedule and the benefits listed below round out the generous benefit package offered.

- Competitive Wage
- Medical Coverage (very low employee cost)
- Dental Coverage (very low employee cost)
- Flexible Spending Account
- Employee Assistance Program (EAP)
- 403(b) retirement plan with employer match
- Mileage reimbursement
- Paid Jury Duty time
- 64 hours of paid sick leave per year, up to 128 hours of accumulated sick leave
- 5 weeks of paid vacation leave per year (coincides with the school district winter break, school district spring break, plus two scheduled weeks in August)
- 2 paid personal days per year (add 1 additional day per each 5 years worked)
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- Paid Holidays

**Interested applicants, please email resume and cover letter to:**

Leslie Finlay, Program Director at [lesliefi@reliefnursery.org](mailto:lesliefi@reliefnursery.org)

Pre-employment drug screen (including marijuana), criminal background check, DMV check, and proof of auto insurance required. Position will remain open until filled.

**Relief Nursery is an Equal Opportunity Employer and a Drug-Free Workplace**