



STAFF ASSISTANT

Where Small Voices Can Be Heard

The mission of the Child Advocacy Center is to respond to child abuse through a team approach designed to reduce trauma, seek justice, and provide hope and healing for children and their families.

“Excellence is achieved by caring more than others think is wise, risking more than others think is safe, dreaming more than others think is practical, and expecting more than others think is possible.”

SUMMARY OF THE POSITION

The Staff Assistant is responsible for providing clerical support to serve staff, maintaining case tracking system and serving as the receptionist for the Child Advocacy Center.

ESSENTIAL JOB DUTIES

Receptionist

The Staff Assistant serves as the first face seen by the children and families we serve. It is critical that the Staff Assistant be warm, welcoming and professional at all times and that s/he listens carefully to the needs of individuals whether answering and directing phone calls or greeting guests.

Administrative and Office Tasks

The Staff Assistant performs a variety of office tasks that are vital to the daily operation of the Child Advocacy Center and include such things as:

- Updating resource materials, distributing gas cards, preparing the child’s record, making copies of handbooks, forms and the like.
- Serve as back-up in scheduling forensic interviews and medical evaluations.
- Provide support to the medical providers by copying and distributing medical and lab reports as directed.
- Bill for medical evaluations and hair testing and maintain required documentation.
- Maintain a safe, clean environment by providing facility upkeep daily, ensuring cleanliness of lobby, family rooms, copy room, medical room and bathrooms.
- Sort and distribute in-kind donations, such as stuffed animals and blankets, as they are received and provide donor information to the development team.
- Routinely inventory and stock needed office, medical and cleaning supplies throughout the facility, including the Gary Lacey Training Center and our satellite locations.
- Prepare, sort and deliver daily mail and distribute faxes.
- Receiving cash/check donations through the mail, maintaining the dual control log and preparing receipts and thank you notes for the development team.
- Updating the donor database under the supervision of the Development Director.

Manage and Supervise the Lobby

The Staff Assistant is responsible for maintaining a warm, welcoming environment in the lobby area by greeting and directing guests, but also in making sure confidential information is not being shared in the lobby where others can overhear and that children are supervised in accordance with the agency's Child Protection Policy.

Maintain Child's Records, Case Tracking System and Statistical Reports

With an eye to accuracy and detail, the Staff Assistant is responsible for maintaining and updating our case tracking system and preparing the agency monthly statistical reports needed for funders and ongoing program evaluation. S/he also opens, updates, closes and scans the Child's Record and updates the Outcome Study database.

Manage the Outcome Measurement System (OMS)

Funders rely upon outcome measurements to evaluate our program effectiveness. The Staff Assistant plays a critical role in gathering completed initial surveys and conducting follow-up phone calls to non-offending caregiver(s) within 60 days of the initial visit.

Leadership and Collaboration

Leadership exists within all levels of our organization. We expect the Staff Assistant to ensure culturally competent services are provided to all families we serve without regard to race, ethnicity, religion, socioeconomic status, disability, gender or sexual orientation. We also expect the Staff Assistant to read and comply with the policies and procedures of the Child Advocacy Center as outlined in the Employee Handbook and Setting the Standard: Procedure Guidebook for Best Practices and take a leadership role in making sure other staff do the same. The Staff Assistant must promote a positive image of the Child Advocacy Center in the community and participate in special events and fundraising efforts.

SUPERVISORY RESPONSIBILITIES

The employee does not customarily and routinely exercises independent discretion and judgment in the performance of his or her duties more than 50% of the time nor do they supervise other employees. The Staff Assistant does provide supervision for the student interns and volunteers assigned to assist the front desk and lobby.

QUALIFICATIONS

Education: High school diploma with training in office management and technology. Bilingual (Spanish/English) is preferred.

Experience: Two years of experience of varied and progressive clerical responsibilities in an office setting is required. Previous professional experience with children and families in crisis preferred.

OTHER

Employee must be 18 years of age. All employees must have access to a vehicle, possess a valid driver's license and provide proof of insurance. All employees must submit to a criminal history background check prior to being hired and annually at the time of their performance evaluation.

FUNDING FOR THIS POSITION

Currently 100% of the funding for this position comes from state general funds appropriated by the Unicameral. At least 50% of the duties outlined are allowable under VOCA related activities.

REVISED

June 1, 2018

This job description is meant to describe the general nature and duties that may be required of this position within the Child Advocacy Center. It is not intended to be an exhaustive list of all duties and responsibilities associated with this job. Nothing in this job description restricts your supervisor's right to assign or reassign duties and responsibilities to this job at any time. All employment relationships at the Child Advocacy Center are of an at-will nature and may be terminated at any time, with or without cause, and with or without notice. This job description does not constitute a contract of employment.



I have received a copy of my job description and understand the expectations of my position at the Child Advocacy Center.

Signature	Date