

Job Description

POSITION: Program Assistant
STATUS: Non-Exempt
LOCATION: Grand Junction, Colorado
REPORTS TO: WCHN Regional Director
STARTING SALARY: \$29,328

JOB SUMMARY: To provide program support to the WCHN team and clients to advance our mission to equitably meet the evolving needs of people affected by HIV through prevention, care, and advocacy. Main functions include communication, operational, administrative, and programmatic support.

We highly recommend people of all educational background and life experiences apply. We believe that people with lived experience are among the most qualified to provide harm reduction and sexual health services. We believe that the people we serve must be centered in the work we do. Hence, we strongly encourage applications from people who hold these identities or who are members of other marginalized communities.

ESSENTIAL JOB FUNCTIONS:

Administrative Support

- Serve as the agency's first point of contact both in person and on the phone, providing excellent customer service to all visitors, clients and callers, while ensuring that all client and caller inquiries are routed on to the appropriate person.
- May be called upon to assist with special projects and assume responsibility for the development, administration, and promotion of specific projects, as required and assigned.
- Assisting WCHN case management and prevention staff with distribution and receipt of necessary paperwork.
- Operations and logistical support
- Coordinate office operations with operational support providers including but not limited to: office supplies, cleaning services, and prevention and case management supplies.
- Maintain office supplies inventory by checking stock on-hand to determine inventory level; anticipating needed supplies; placing and expediting orders for supplies; verifying receipt of supplies and remitting all supply order related documentation and receipts for reconciliation in a timely manner.
- Communications
- Provide communications assistance to the office staff including assisting with outreach and organizational tasks.
- Compile and create original content for client newsletters that serve as key marketing and communications resource for clients.
- Work with central office to generate & contribute original content for social media channels & outlets.

Case Management Support

- Provide assistance and support to the Ryan White case managers as requested. This will include a variety of tasks that may include data, research, paper and electronic files, errands, reports, and other valuable activities that assist our clients.

Prevention Support

- Provide assistance and support to the prevention team during walk-in testing and syringe exchange hours of operation. This will include a variety of tasks that may include data, research, paper and electronic files, errands, reports, and other valuable activities that assist our clients.

Events

- Assist with contract negotiations for venues and the booking of event space, arrange event catering, order supplies and audiovisual equipment, make travel arrangements, order event signs, and ensure appropriate décor (florals arrangements, linens, color schemes, etc.) to meet the quality expectations of the greater organization along with its stake-holders, and donors.
- Conduct research, make site visits, and find resources to help staff make decisions about potential event opportunities.
- Propose new ideas to improve the event planning and implementation process.
- Serve as liaison with vendors on event-related matters.
- Other duties as assigned.

QUALIFICATIONS:

- Must be able to work in a diverse setting with diverse populations.
 - Including people representative of all gender identities, races, and ethnicities, members of the LGBTQ+ community, people who are insecurely housed/homeless, people who use illicit drugs, & people who participate in commercial and/or survival sex work.
- Must be able to work both independently with minimal supervision and as a member of a team.
- Possesses impeccable written and verbal communication skills.
- Comfortable with community outreach and coordination with external stakeholders; a positive attitude and an outgoing personality are a must!
- Organization and time management skills are a must.
- Valid Colorado Driver's License/auto insurance and reliable transportation required.
- Regular weekly and monthly reimbursable travel required.
- Computer skills including Outlook, Windows, MS Word, MS Excel, and experience using social media outlets required.
- Minimum of 1-2 year previous work experience required.
- Oral and written fluency in English and oral fluency in Spanish preferred.

EDUCATION:

Bachelor's Degree in Social Work, Human Services, Psychology, Sociology, Public Health, Communications, or a related field, or equivalent experience, required.

KNOWLEDGE, SKILL AND ABILITY:

Knowledge of and sensitivity to HIV / AIDS challenges. Proficient in written and verbal communication. Completion of HIV 101 training required. Bilingual Spanish-speaking preferred. Highly organized and detail oriented. This position requires personal and professional accountability; self-management and initiative; dedication to quality improvement, professional integrity and research ethics and cultural competency. Must demonstrate accuracy, and efficiency. Must demonstrate effectiveness in the following areas: task management; teamwork; time management; and communication with teams, managers, clients, and company consultants. Ability to uphold respect for client's autonomy to make decisions about their health. Must have flexibility, creativity, collaborative, and a positive workplace attitude in a small team dynamic. Also, strong critical thinking, active listening, and problem-solving skills to address complex situations.

MATERIAL AND EQUIPMENT:

Works with computer workstations, laptops, servers, and standard office equipment. Works with software, including electronic health records, client/patient data systems, word processing, spreadsheet and presentation software as well as with online systems. Communicates with partner organizations and vendors using the telephone, e-mail, the Internet, and fax.

PHYSICAL DEMANDS AND WORK CONDITIONS:

Works in an office environment in Grand Junction with occasional travel via automobile or airplane to offsite locations. Requires clear speaking ability and the ability to use a telephone for extended periods. Requires ability to view a computer screen (near acuity). Requires fingering agility for keyboarding.

As employees of a charitable organization, all CHN staff share the responsibility of serving as ambassadors for the organization in the community. This can be achieved by fostering the development of relationships with potential constituents/donors as well as by participating in CHN events/activities in a way that is meaningful to each employee.

HOW TO APPLY

Please email a cover letter and resume (subject line must be "Program Assistant") to the Human Resources Department at HR@coloradohealthnetwork.org.

All offers of employment are subject to the completion of a criminal background check.

Colorado Health Network is an Equal Opportunity Employer (EOE).

Application deadline: October 12, 2020