
COLORADO HEALTH NETWORK INC.

Job Description

Position:	Program Assistant
Classification:	Non-Exempt
Reports to:	Regional Director
Location:	Southern Colorado Health Network (SCHN) office; Pueblo, Colorado
Starting Salary:	\$33,415

Position Summary: The Program Assistant is responsible for providing program support to the SCHN team and clients to advance our mission to equitably meet the evolving needs of people affected by HIV and other health conditions through prevention, care and advocacy. Main functions include communication, operational, administrative, and programmatic support.

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.
- Triage walk-in clients and phone calls for emergency issues, based on protocols established by Management Staff.
- Provide administrative support for Regional Director and Program Managers.
- 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.
- Coordinate office operations with operational support providers and vendors including but not limited to: facility needs, 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.
- Provide communications assistance to the office staff including assisting with outreach, development and organizational tasks.
- Record and update outgoing voice mail recordings for the agency to ensure accuracy and clarity.
- Oversee reception area including activities in the lobby area to ensure the professionalism of the environment.
- Maintain positive relationships with clients and community partners.

Programs 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 in accordance with confidentiality policy and HIPAA regulations.
- Monitor compliance of distribution and data entry for client support services including food bank and transportation; this includes mail and in office distribution of food and transportation assistance cards. Monitor inventory of the organization's food pantry; ensure food pantry is well stocked during client access days. Assist clients with in-house food distribution.
- Provide assistance and support to the prevention team during walk-in testing and syringe exchange hours of operation. Monitor inventory of organization's syringe access supplies; ensure that supply inventory is stocked during syringe access program days.

Development

- Assist Regional Director with development and outreach activities.
- Provide support for organizational events. This includes; 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 meet the quality expectations of the greater organization along with its stake-holders, and donors. Serve as liaison with vendors on event-related matters.
- Conduct research, make site visits, and find resources to help staff make decisions about potential event and fundraising opportunities.

Other duties may be assigned.

Qualifications:

Minimum of 1-2 years previous work experience required. Must be comfortable with community outreach and coordination with external stakeholders; a positive attitude and an outgoing personality. Must be able to work in a diverse setting with diverse populations, including people living with HIV, people representative of all gender identities, races, and ethnicities, members of the LGBTQ+ community, people who are insecurely housed or homeless, people who use illicit drugs, and people who participate in commercial and/or survival sex work.

Education:

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

Software Utilized:

Experience working with basic office and database computer programs, including familiarity with Microsoft Outlook, Word, Excel, Access, SharePoint and the internet.

Knowledge, Skill and Ability:

Experience with HIV and related issues preferred. Bilingual (Spanish) highly desired. 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 effectiveness in the following areas: task management; teamwork; time management; and communication with teams, management, clients, and community partners.

Material and Equipment Directly Used:

Works with standard office equipment including computer work station, printers, copiers, scanners and fax machine. Works with word processing software, spreadsheet applications, and presentation software. Communicates with clients and vendors using the telephone, e-mail, the Internet, and fax.

Physical Demands and Work Conditions:

Works in an office environment. Valid Colorado Driver's License/auto insurance and reliable transportation required. Regular weekly and monthly reimbursable travel required. Requires ability to lift up to 45 pounds of materials. 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 and using a telephone and other office equipment.

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.

General Benefits Description:

We offer full-time employees a comprehensive benefits plan that includes: Health Insurance, Dental Insurance, Vision Plan, 403(b), Legal Shield, FSA, Life Insurance, EAP, Long-Term and Short-Term Disability.

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: 05/21/2021