

Job Description

Position:	Program Assistant
Classification:	Non- Exempt
Reports to:	Client Services Manager
Location:	Grand Junction, CO
Starting Salary:	\$32,500 or \$33,540 with degree or equivalent experience

Position Summary: Under the supervision of the Client Services Manager, this position provides 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.
- Oversight of WCHN's food pantry. This position is responsible for ordering, shopping, and stocking of the food pantry. This includes ensuring the pantry is stocked, cleaned and well organized. This position is also responsible for assisting clients in need of food during operational hours.

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

Education:

High school diploma or GED; candidates with lived experience can substitute educational background. Candidates who are actively pursuing more education or have hopes to pursue additional education are encouraged to apply.

Software Utilized:

Experience working with basic office and database computer programs, including familiarity with Microsoft Outlook, Word, Excel, Access, and the internet. Experience with fundraising, contact management or other database software preferred.

Knowledge, Skill and Ability:

Ability to uphold respect for participant's autonomy to make decisions about their sexual health. Ability to communicate well with medical providers and support staff. Excellent communication, client relations and management skills. Ability to communicate well with medical providers and support staff. 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, efficiency and excellent organizational skills. 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 sexual health. Experience in systems navigation, motivational interviewing, and working with confidential information. Flexibility, creativity, collaborative, and a positive workplace attitude in a small team dynamic. Strong critical thinking, active listening, and problem-solving skills to address complex situations.

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. Requires ability to lift up to 25 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, 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 and 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: July 8, 2021