

**Child and Family Charities
Posting
Child Welfare Program Associate**

General Statement of Responsibilities:

The Program Associate will provide both clerical and case associate duties. Under supervision, performs routine clerical related tasks (including, but not limited to word processing, clerical, statistical, record keeping, report writing duties) as assigned; and assists professional staff in non-technical services by transporting clients, and supervising parental visits, supervision and care to the adolescents who are placed in foster care and/ or Angel House.

Qualifications:

1. A minimum of a High School Diploma. An Associate's Degree in Social Work, Psychology, or a related field is preferred.
2. Strong written, verbal, organizational, and time management skills.
3. Excellent organizational and communication skills.
4. General clerical experience preferably in human service or social service setting.
5. Ability to work effectively with emotionally challenged children.
6. Knowledge of computerized word processing and spreadsheet programs and ability to learn navigation of work-related computer software.
7. Willingness and ability to learn and implement trauma informed services.
8. Flexibility of work schedule to meet the needs of the clientele and ensure shift coverage.
9. Serve as a positive role model by modeling desirable behaviors, e.g. patience, tolerance, and reflective listening.
10. Valid Driver's license and automobile insurance.
11. Transportation: Reliable and ongoing to fulfill the requirements of the position.

Duties and Responsibilities:

Main Office Clerical

1. Provides routine clerical support to professional staff including filing, completion of reports, and documentation of site visits; files legal documents and serves legal notices; assists in data entry on departmental automation systems of documentation and statistical information.
2. Assists in the maintenance of the division records, worker statistics and training records: gathers information, enters data, generates reports, updates and maintains data
3. Collects, maintains and uploads documents as required for the mandatory statewide database program data management and ensures paper files are kept according to policy
4. Performs other duties within the mandatory statewide database program to ensure compliance with all rules, regulations and policies
5. Assists in the inventory, monitoring and ordering of office supplies and equipment as needed. Also arranges for repair/maintenance of all office equipment (copy machine, telephones, computers, etc.) as needed.
6. Provides breaks for the front desk receptionist and complies with all front desk procedures when fulfilling the receptionists function.

Main Office Case Associate

1. Provides transportation for children, including relocation/placement in foster homes, physician visits, and supervised parental visits.
2. Supervises parental and/or family visitations as directed by the child welfare specialist; monitors visitation time and makes decisions to terminate visit if necessary; makes immediate oral reports of visitation and follows up with written reports.
3. Establish rapport and provide safe and calm environment for children.
4. Assess possible problems during visitations and take appropriate actions.
5. Make clear and concise written and oral reports and maintain composure under stressful situations.

Angel House Residential Associate

1. Provide emotional comfort to teens in crisis.

2. Communicate concerns and observations to the House Manager or Case Manager. Follow established plans and protocols for emergency and after-hours mental health crises.
3. Develop, maintain, and nurture appropriate relationships with all teens.
4. Be a positive, mature, adult role model for teens at all times.
5. Maintain clearly written and detailed records, progress notes, journal, client file entries, and log books as required.
6. Carry out effective communication, cooperation, and sharing of information when arriving to or leaving a work shift to ensure continuity of care.
7. Help prepare teens emotionally and/or physically for transition to living independently.
8. Ensure the safety, security, and cleanliness of the house and grounds at all times.
9. Answer phones, take messages, maintain a clean house, respond to requests and external inquiries, and serve as overall support staff.
10. Attend and complete all required training activities, mandatory program and agency meetings as required.

Resume and Cover Letter:

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We value diversity, cultural competence and team work*

Posted: 04.04.2022