

**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 related to child welfare services.

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.
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:

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. Provides new hire orientation on office procedures, filing, and office equipment; provides training to staff on clerical office procedures and other division tasks as needed.
6. 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.
7. Provides breaks for the front desk receptionist and complies with all front desk procedures when fulfilling the receptionists function.

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.

Hours: Part time – Monday-Thursday 2:30pm-7:30pm

Resume and Cover Letter:

Liz Gonzalez, Director of Administration
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*Child and Family Charities is an Equal Opportunity Employer
We value diversity, cultural competence and team work*