



Position: Administrative Assistant
Program/Department: Family Services
Reports to: Office Manager
Work Location: North Brooklyn Family Center/East New York Family Center
Hours: Full Time

Position Summary:

In our Preventive Services program, families are provided a range of supportive services to assist parents/caregivers in addressing any barriers to their children’s health, safety, and well-being. The goal is to help families stabilize, strengthen, and prevent child maltreatment, so that they can avoid any future involvement with the child welfare system. We provide a clinical intervention, which includes family therapy, case management support, client advocacy, and parent coaching, to help adult caretakers step up and lead their family towards higher functioning and greater self-sufficiency. Our program consists of 37 employees and we work with a total of 233 families, across two sites.

The Administrative Assistant is a critical member of our team, which relies heavily on a welcoming office environment and the consistent and coordinated operations of our program. The bulk of the Administrative Assistant’s job duties are clerical, but this position involves regular interaction with clients and staff. Due to the oftentimes fast-paced, unpredictable nature of our work with clients and the bureaucracy of the child welfare system, our administrative support team plays a large part in the rest of the staff community’s ability to stay organized, calm, and efficient- no matter the circumstances. We are seeking a reliable, hard-working, and resourceful professional, who can follow directions, think critically, multi-task, and adapt quickly to changes. A keen attention to detail, ability to take initiative and ask questions, and a genuine interest in relating to people of all backgrounds are all ideal attributes for this position. This is a position that requires strong organizational and customer service skills and compassion and empathy for others, as the Administrative Assistant will be interfacing with clients and staff regularly, both of which may be at times, under significant stress and/or overwhelm.

Responsibilities:

- Opens and closes the office facility and maintains the front desk area
- Answers/transfers all incoming calls, ensuring that all inquiries are attended to and messages are relayed to the appropriate staff, as timely as necessary
- Welcomes clients into the office and orients them to the facility, as needed. Assists with monitoring children in the play area, while clients are in session
- Manages and enforces all program protocols, as they pertain to checking clients and staff in/out, responding to safety issues, maintaining client confidentiality, etc
- Manages the distribution and recordkeeping of metrocards, gift cards, and other forms of client relief
- Provides administrative assistance to management (e.g. copying, scanning, faxing, emailing, making calls, taking inventory, etc.), to support program operations and activities, prepare for staff meetings and trainings, maintain program records, etc. This may include tracking and maintaining data via Microsoft Word or Excel.
- Retrieves data from the city’s data system (PROMIS)
- Inputs, retrieves, and manages data in the agency’s electronic health record system (AWARDS), per agency and program standards and expectations
- Creates, maintains, and closes out case record files, per the expectations and protocols set by our funder and program management. Coordinates with all levels of staff to ensure that case files are complete and are maintained and/or transferred with updated documents
- Monitors and supports the duties of anyone fulfilling the role of intern or volunteer worker at the front desk. (Reports any training needs or concerns to Supervisor, if/when they become evident.)
- Ensures that all group meeting spaces are kept clean, organized, HIPPA-compliant, and stocked with conference materials (i.e. charting paper, markers, tissues, consent forms, etc.)

EQUAL OPPORTUNITY EMPLOYER



Brooklyn Community Services

- Informs Supervisor of any client or staff needs, as they pertain to office operations and the health and safety of the facility
- Participate in agency-wide groups and meetings, as required
- Assist with development of funding proposals, as needed
- Other tasks, as may be required

Qualifications:

- Bachelor's degree or strong record of relevant experience
- Strong communication and organizational skills; great attention to detail
- Proven ability to work with a range of people from diverse backgrounds and circumstances
- Computer literacy (Microsoft Word, Excel, Gmail, etc.), with ability to type 50-65 wpm
- Ability to work until 8 pm, twice a week

Qualifications Preferred:

- Bilingual skills in Spanish
- Previous work experience in a social service agency or non-profit organization
- Interest in child development, child welfare, social work, etc.
- Familiarity with any of the following data systems: PROMIS, CONNECTIONS, AWARDS

Contact:

Email Resume and Cover Letter to:

Emily Rios – Division Director, Early Childhood & Family Services

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