**Program Assistant: PINS Diversion**

Reports to: Senior Family Support Worker

Employment Status: Non-exempt, full time

**Qualifications:**

1. High school diploma or the equivalent. May also possess a vocational certificate/diploma in Business and Office Administration.
2. Understanding of confidentiality/ HIPPA.
3. General computer skills (Word, Outlook, Excel), experience involving contact with the public.
4. Very good Communication Skills
5. Current and valid New York State driver’s license

**Job Responsibilities:**

1. Greet program clients and assist them in preparing the necessary paperwork for the program/intake
2. Keep a backup supply of PINS Diversion intake folders.
3. Assist with filing of PINS Diversion material into client files.
4. Remains updated on staff calendars; sends weekly calendars to DSS supervisor; cancels appointments if staff absent when necessary.
5. Answer phones and takes messages.
6. Assist with flyers, PINS field trip permission forms, and informational brochures.
7. Monitors, and orders office supplies. Maintains office machines, including fax machine, copier, and printer.
8. Do other office filing, copying, and other tasks as requested by the Senior Family Support Worker and DSS Grade B Supervisor.
9. Assists with MBO’s and continues to update various databases.
10. Prepares and distributes informational packets for PINS staff meetings, Supervisory Level of Services meetings, and others as requested.
11. Takes notes during meetings and distributes typed minutes.
12. Assists unit staff as needed or complete other tasks necessary for the office functioning.