



JOB DESCRIPTION

Division/Department	DCFS – Relative Home Assessment Services (RHAS)	
Location	Canoga Park, CA	
Job Title	RHAS Administrative Assistant	Reports to: RHAS Program Director

Level/Grade	Type of position:	Hours <u>40+</u> / week
	<input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Contractor <input type="checkbox"/> Part-time <input type="checkbox"/> Intern	<input checked="" type="checkbox"/> Non Exempt <input type="checkbox"/> Exempt

GENERAL DESCRIPTION

The Relative Home Assessment Services (RHAS) Administrative Assistant (AA) is under the supervision of the RHAS Program Director and provides administrative support to the RHAS team. The AA works closely with the RHAS Program Director on programmatic goals and provides support with organizational and administrative items. In addition the AA assists with documentation, client services, telephone coverage, record keeping, correspondence and compiling of data for necessary reports and billing. The AA must have excellent time management, computer, communication, and documentation/record keeping skills. The AA must be able to handle a large work-load, work cohesively with other team members, adhere to deadlines and quality assurance reviews, and to follow the procedures and protocols of the Agency and the Department of Child and Family Services (DCFS). Attendance at meetings and supervision is required.

WORK EXPERIENCE & JOB REQUIREMENTS

- Provide administrative support to supervisor(s) and the RHAS Team.
- Work collaboratively with supervisor, other professionals and agencies.
- Assist supervisor within reports required for the program.
- Record minutes as directed.
- Complete all documentation and tasks requested in a timely and efficient manner.
- Must display exceptional customer service skills.
- Have excellent time management, computer, communication and record keeping skills.
- Must create spreadsheets, reports, and power-points as directed.
- Conduct data entry.
- Assist with referral process of RHAS applicants.
- Assist Para-Professional Staff (PPS) with arranging purchase, delivery and set-up for furnishings, supplies, and services that will enable the Applicant Home to become RFA Program compliant.
- Adhere to legal, ethical and professional practice standards including: consulting with a supervisor before making a child abuse report, communicating with an attorney, or taking action in any situation involving clinical, legal or ethical decisions.
- This position is required to learn and comply with Agency & DCFS policies, procedures and ethical standards, HIPAA laws and guidelines.
- Attend and participate meetings, supervision and outreach events as requested.
- Evening and weekend hours required.
- Be culturally competent and sensitive.
- In accordance to with our "team" philosophy, the person filling this position may occasionally be required to carry out or assist with other tasks in addition to the duties listed on this job description.
- Must believe in and act in accordance with Agency's and the program's mission statements.

QUALIFICATIONS & EDUCATION

- High school degree or its equivalent.
- Must be bilingual (English/Spanish).
- Strong administrative skills with 1 year + hands on administrative support experience preferred.
- Must be computer savvy; and proficient in MS Word, MS Excel and Outlook.
- Ability to operate all standard office equipment.
- Strong sense of urgency, problem solving skills and ability to prioritize projects and multi-task with superb accuracy.
- Excellent communication skills – written and verbal.
- Good research skills and attention to detail.
- Must have access to transportation/reliable automobile, valid California driver's license and insurance.
- Must be able to pass a Dept. of Justice criminal background check.
- Must have TB clearance.
- Must have strong organizational skills, and be motivated, detail-oriented and a self-starter. This position requires the ability to communicate effectively and efficiently, both verbally and in written format and the ideal candidate will have experience in the social services field, and familiarity with the mental health field.
- All employees, regardless of position, serve as role models for all clients who are served by our agency. Therefore, each employee must at all times be emotionally stable and able to function effectively with all clients who may have mental or behavioral health problems. The staff must be able to demonstrate appropriate daily behavior, expression of emotions, as well as role modeling. Hostility,

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aggression or unnecessary or inappropriate physical actions as well as inappropriate emotional expression are not acceptable.			
COMMENTS			
<p>Candidates must be able to work effectively with their team and supervisor, demonstrate adaptability, and have the ability to accomplish program goals and objectives. Candidates should demonstrate empathy, courtesy, interest, and a willingness to adhere to safety rules, as well as computer, email, internet and dress code policies. Must have valid California driver’s license and use of personal vehicle that has liability car insurance.</p> <p>Benefits, including health and 401(k), are provided after completion of probationary periods (30 days for health and 90 days for 401(k)).</p> <p>El Centro de Amistad provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, El Centro de Amistad complies with applicable state and local laws governing nondiscrimination in employment at every company location. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfers, leaves of absence, compensation and training.</p>			
EMAIL RESUMES TO:	Attn: Sara Pineda at sara.p@ecda.org		