



# Job Description

<b>Department:</b>	DCFS	<b>Location:</b>	Canoga Park
<b>Job Title:</b>	DCFS Administrative Assistant	<b>Reports to:</b>	RHAS Program Manager
<b>Exempt/Non-Exempt:</b>	Non-Exempt	<b>Revision Date:</b>	9/2025
<b>Position Type:</b>	Full-Time (40 hrs/wk)	<b>JD Approved by:</b>	Sara Pineda
<b>Pay Range</b>	\$18 - \$20	<b>Apply at:</b>	elisa.r@ecda.org

## Job Description

### Position Summary

The Relative Home Assessment Services (RHAS) Administrative Assistant (AA) is under the supervision of the RHAS Program Manager and provides administrative support to the RHAS team. The AA works closely with the RHAS Program Manager 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 workload, 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. The AA assists with Family Preservation (FP) program weekly/monthly tasks and works closely with Family Preservation (FP) supervisor to provide support and administrative items.

### Role and Responsibilities

- Provide administrative support to supervisor(s) and the RHAS/FP Team.
- Work collaboratively with supervisor, other professionals, and agencies.
- Assist supervisor(s) with reports required for the program(s).
- 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 the 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.
- Assist with updating FP IHOC Visit Logs
- Submit case termination/extension for FP cases
- Complete both RHAS and FP Monthly billing
- 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 in meetings, supervision and outreach events as requested.
- Evening hours required.
- Be culturally competent and sensitive.
- In accordance 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.



# Job Description

## Qualifications and Education Requirements

- High school degree or its equivalent.
- Bilingual (English/Spanish) with excellent oral and written communication skills.
- Strong administrative skills with 1 year + hands-on administrative support experience preferred.
- Strong sense of urgency, problem solving skills and ability to prioritize projects and multi-task with superb accuracy.
- Good research skills and attention to detail.
- Must have strong organizational skills, 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.
- Strong computer literacy including Microsoft Word, Excel, Access, Adobe PDF, Outlook, Google Drive, Internet and other standard equipment.
- Must clear HIPAA certification, Department of Justice, and TB clearance.
- Must have a reliable vehicle/access to transportation, valid California driver's license, and be responsible for all liability on vehicle.

## Comment

Candidates must be able to work effectively with their team and Manager, demonstrate adaptability, and can 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 a valid California driver's license and use a personal vehicle that has liability car insurance. Candidates will receive their required BBS supervisory ratio for client services provided.

The benefits of joining the ECDA team include (If eligible: health insurance, vision, dental, long-term disability, AD&D, life insurance), vacation, sick leave, paid holidays, jury duty, bereavement, and 401K matching.

All employees must demonstrate an understanding, patient, and receptive attitude toward individuals of varied age groups, behaviors, and varied disabilities. Employees must have the ability to maintain composure under stressful conditions. Staff must be able and willing to work with clients who have special needs and/or aggressive behaviors (i.e., biting, kicking, hitting, emotional outburst, etc.). Staff must have behavior management strategies and techniques relating to clients experiencing behavioral difficulties, positive behavioral interventions and applied behavioral analysis.

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, transfer, leaves of absence, compensation, and training.

## Acknowledgment

☐ By signing below, I acknowledge that I have read and understand the position description for this position, including the working conditions listed below. I feel I am qualified to perform the position duties as described, including the physical and mental requirements as outlined.

☐ By signing below, I feel I am qualified to perform the position duties as described with the following reasonable accommodations:

Employee Name:		Date:	
Employee Signature:			

# Job Description

<b>Physical Demands:</b>			
	FREQUENTLY	OCCASIONALLY	SELDOM
Sitting	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Standing	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Walking	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bending	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Climbing	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Lifting 50 pounds	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Carrying	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Squatting	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Kneeling	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Pushing/Pulling	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Seeing	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hearing	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Speaking	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Flexibility	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Driving	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fine Finger Movement	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Environmental Demands:</b>			
Outside:	Ability to spend 20% of work time outside		
Inside:	Ability to spend 80% of work time indoors		
Noise:	Ability to withstand moderate to high noise levels, including voice levels 90% of time		
Heat:	NA		
Cold:	NA		
Electric Equipment:	Ability to operate office equipment, computer, copier, and cellphones		
Work with Others:	100% of time spent working and interacting with team and other departments		
Reading	Ability to read at a college level		
Writing	Ability to write at a college level		

*Disclaimer:* The above statements are intended to describe the general nature and level of work being performed by staff members assigned to this job. It is not designed to be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of the staff member assigned to this job.

**To apply or any questions, please email Janette Lopez at [Janette.l@ecda.org](mailto:Janette.l@ecda.org).**