



DATE:		POSITION	CLIENT SERVICES ASSISTANT		
INCUMBENT		SUPERVISOR	CHIEF PROGRAM OFFICER		
DEPARTMENT	CLIENT SERVICES			FLSA STATUS	NON-EXEMPT

POSITION PURPOSE
The primary role of the Client Services Assistant is to work effectively with the Chief Program Officer to provide support for that position.

MINIMUM QUALIFICATIONS
<ul style="list-style-type: none"> • A high school diploma or GED is required. • Four years of administrative experience, preferably in a social services field is required. • Demonstrate basic skills in Microsoft Suite, including Word, Excel and Outlook. • Be able to proficiently speak, read and write the English language. • Demonstrate excellent interpersonal communication skills. • Since position requires frequent driving to various job sites to provide services and occasionally transport clients, a valid Arizona driver's license, reliable transportation, current auto insurance, and clean driving record are required • Be 25 years of age or older for liability insurance requirements. • Valid Arizona Fingerprint Clearance Card OR must qualify for a valid Arizona Level One Fingerprint Clearance Card. • Eligible to work in the United States of America.

OTHER KNOWLEDGE, SKILLS AND ATTRIBUTES
<ul style="list-style-type: none"> • Demonstrated commitment to the mission, vision, and values of Save the Family Foundation of Arizona. • Be a self-starter with excellent time management skills. • Possess a collaborative way of working. • Demonstrated ability to maintain strict confidentiality. • Be familiar with Save the Family's service population, including diverse cultural and socioeconomic characteristics. • Behave professionally in manner and appearance. • Be consistently organized and flexible.

SUPERVISORY RESPONSIBILITIES
None

KEY RESPONSIBILITIES
<ul style="list-style-type: none"> • Liaison with the Family Housing Hub for referrals for long term shelter and manage the agencies move-in/move out report. • Monitor and complete move-in and move-out notices. • Assign client numbers. • Audit staff HMIS input

• Monitor HFIP vacancies and maintain Vacancy Report.
• Facilitate Contract Signings.
• Update and track changes in Transitional paperwork as necessary.
• Complete live and closed file audits, track and manage closed file room
• Manage required reporting
• Become familiar with other employees' work tasks as directed by Supervisor in order to maintain Agency workflow.
• Update and track case management unit assignments.
• Prepare and submit all required reports and monitoring activities in a timely and accurate manner.
• Adhere to all behavioral General Competencies.
• Adhere to STF and ARM policies and procedures.

PHYSICAL DEMANDS		
Physical Demand	Definition (ADA)	Requirements
Stand or sit	Stationary position	Must be able to remain in a stationary position less than 80% of the time.
Walk	Move, traverse	The person in this position needs to occasionally move about inside the office to access file cabinets, office machinery, etc.
Use hands/fingers to handle or feel	Operate, Activate, Use, Prepare, Inspect, Place, Detect, Position	Constantly operates a computer, telephone and other office productivity machinery, such as a calculator, copy machine, and computer printer.
Climb (stairs/ladders) or balance	Ascend/Descend, Work atop, Traverse	NA
Stoop, kneel, crouch, or crawl	Position self (to), Move	Infrequently positions self to maintain computers and files
Talk/hear	Communicate, Detect, Converse with, Discern, Convey, Express oneself, Exchange information	Must constantly communicate With clients, staff and the public
See	Detect, Determine, Perceive, Identify, Recognize, Judge, Observe, Inspect, Estimate, Assess	Must constantly read, type and view documents and the computer screen.
Taste/Smell	Detect, Distinguish, Determine	NA .
Carry weight, lift	Move, Transport, Position, Put, Install, Remove	Must frequently lift and move supplies weighing up to 50 pounds .
Exposure to elements	Exposed, Work around	Constantly works indoors

NOTE
This job description identifies the key responsibilities and expectations for performance. It cannot encompass all specific job tasks that an employee may be required to perform.

Employees are required to follow any other job-related instructions and perform job-related duties as may be reasonably assigned by his/her supervisor. Failure to adhere to all standards and expectations herein may result in corrective action.

SIGNATURES

ACKNOWLEDGEMENT

I acknowledge receipt of and understand this job description. I agree to abide by the requirements described herein as a condition of employment with the Save The Family Foundation.

Incumbent:		Date:	
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APPROVAL

I have reviewed and collaborated with the incumbent on this job description. I approve the contents herein as being of significant and relevant importance to the delivery of services within my scope of accountability.

Supervisor:		Date:	
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CERTIFICATION

I approve the contents herein as being of significant and relevant importance to the achievement of the mission of the Save The Family Foundation.

COO:		Date:	
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