



POSITION: Program Admin
Reports to: Senior Manager, Young Adult Services
Positions Supervised: None

BACKGROUND: Founded in 1976, Towards Employment is a non-profit leader in providing innovative solutions to move people out of poverty, into quality jobs and along a career pathway. Towards Employment has gained local and national recognition for achieving excellent outcomes through the hard work of its dedicated staff of 63 and a \$6.2 million annual budget. Towards Employment offers a continuum of support to low-income individuals preparing to enter the workforce or looking to advance from low-wage employment while also fulfilling the staffing needs of local employers.

General Duties: Support the overall reentry program through timely and accurate data collection, data entry, and frequent reporting to ensure program and participant success. Duties focus around the administrative and clerical tasks necessary for quality program operations including hard and electronic case file maintenance, workshop starts, workshop completions and general program needs. Works with supervisor on assignments as required and requested. The work will support Out of School youth programming and training.

RESPONSIBILITIES

- Maintain accurate and timely documentation of participants and program activity in compliance with TE policy and funder performance requirements.
- Operate keyboard or other data entry device to enter data into computer on required data systems including internal and external state systems.
- Enter applications for new and returning participants in internal and external systems.
- Work in internal system to develop first day start list; ensure the paperwork needed for the first day start of participants is printed and provided to Front Desk for check in and to workshop instructor(s).
- Work with the Sr. Manager to ensure meeting expectations and needs for data reporting; including entering start and graduation dates, preparing workshop certificates and creating hard case files and entering services and updated case note in external system.
- Ensure program data is accurately updated and partner with leadership to update participant program status and other programming data related needs.
- Work with Sr. Manager Data Analytics and Program Data specialist to review data for accuracy and provide information for monthly contractor progress reports as needed.
- Maintain paperwork and documents that relate to intake and case management for participant files and check appropriate items off the checklist. Monitor hard and electronic files, follow up with OSY staff as needed.
- Do initial intake screening on individuals expressing interest in the program.
- Participate in rotation of back up support to Front Desk/Reception. Provide back up as needed and or requested for the Executive Admin.
- Input case notes regarding all contact within internal and external systems.

- Maintain program file system efficiently, ensuring all files are accounted for, contain all required documentation and are accessible as needed.
- Perform all other duties as required or requested from supervisor or Director of Programs. May also perform duties as requested by the CPO or CEO.

Qualifications:

- Must be results-oriented, self-starting, assertive, outgoing, and willing to learn
- A minimum of a high school diploma with two years additional training in administrative services and two years applied experience preferred.
- Previous experience in a Social Service setting contributes to knowledge of the field preferred.
- Must have proficiency with computers, including Microsoft Office, Internet and email. Strong understanding and knowledge of database reporting systems.
- Strong attention to detail is required
- The ability to function with minimum supervision and with all levels of staff is needed.
- Good interpersonal, telephone skills, and must possess good written and verbal communication skill
- Strong organizational, time management, and problem-solving skills
- Commitment to our mission and values
- Ability to work independently, be flexible and dependable, and demonstrate initiative and creativity.

Competencies

Success in this position also requires:

- ***Continuous Improvement*** – Committed to learning, development, assessment, and measurement to continuously improve.
- ***Coaching Capacity*** – Ability to provide guidance and to support the advancement of others.
- ***Team Builder*** – Leads others through collaboration, influence, and managerial strength.
- ***Social Justice Advocate*** – Passionate about promoting racial equity and inclusion at personal, organizational and systems level.
- ***Growth Mindset*** – Embraces a culture of continuous learning and a can-do attitude, readily adapts to change, is intellectually curious and a critical thinker.