



Part-time Program Assistant Job Description

Department: Programs

Williamson County Children's Advocacy Center's (WCCAC) mission is to provide hope, healing, and justice for children and families impacted by abuse, violence, and exploitation in our community. We envision a community where children grow up safe and free from abuse. From the environment we create, to our expertly trained staff, we strive to reduce the emotional trauma for children and their non-offending family members.

The culture of the Williamson County Children's Advocacy Center is built on our shared core values – Compassion, Integrity, Community, and Vision. Compassion and Integrity mean that we work together and make decisions for the greater good – with open, honest, and respectful communication, taking responsibility for what we do and say. Community means that we provide a safe, welcoming, supportive environment that encourages balance, wellness, and team spirit; we create connections through acts of service both inside and outside the organization. Vision means that we learn from our failures, following our relentless curiosity and striving to improve, learn, and grow by asking questions, seeking knowledge, and stretching beyond our comfort zone.

We hire, fire, review, reward, and recognize our teammates based on these characteristics, so it's important that you share these values in order to be part of our team.

POSITION OVERVIEW

The Williamson County Children's Advocacy Center (WCCAC) is a nonprofit that provides free services to child victims of abuse and their non-offending caregivers and other family members.

The WCCAC is seeking a part-time Program Assistant to help client families and Client Services Department personnel.

Reports To: Chief Program Officer

Commitment Type: Part Time (<30 hours per week)

Base of Operation: Georgetown, Texas

Salary: Hourly, based on qualifications, non-exempt

Benefits: None for part-time positions

Responsibilities

- Provide Administrative Support to all programs at WCCAC, with a focus on the Therapy department.
- Schedule for the therapy team using Outlook Calendar, and send reminder calls, texts, and/or emails.
- Utilize Microsoft 365 applications (Outlook, Word, Excel, Teams, and SharePoint) to support communication, scheduling, file management, and reporting.
- Manage client surveys and report to the Chief Program Officer.
- Scanning / Data Entry / Upload / Archive documents and materials in an electronic record.
- Shred confidential papers, once scanned and uploaded to the electronic record.
- Inventory, accept donations, organize, and maintain the supplies in the therapy supply cabinets. Order supplies when they need to be replenished.
- Greet caregivers and children/teens into the waiting room.
- Supervise children when parents are consulting with Therapists.

- Monitor reception areas, tidying as needed, cleaning frequently in shared areas, to prevent the spread of germs.
- Relay client concerns to the appropriate senior staff.
- Provide paperwork for use or completion by caregivers (e.g., school absence excuses).
- Meet regularly with the Chief Program Officer to identify and solve problem challenges.

Additional Duties

- Attend training as directed by Chief Program Officer.
- Participate in agency activities and events.
- Perform other duties as assigned.

Minimum Qualifications and Skills

- High School diploma or equivalent.
- Minimum of two years demonstrated relevant work experience, including child-care experience.
- Proficiency with Microsoft 365 applications, including Outlook Calendar, Outlook email, Word, Excel, Teams, and SharePoint.
- Experience scheduling appointments and managing calendars in Outlook Calendar or similar scheduling platforms.
- Strong written and verbal communication skills, as well as strong documentation skills.
- Strong organizational skills.
- Ability to pass annual criminal and CPS background checks, as well as clear the National Sex Offender Public Website registry and the SafeSport registry.
- Reliable transportation and a valid Texas Driver's License that meets the Center's insurance company's requirement for coverage.

Preferred Qualifications and Skills

- Bi-lingual fluency in Spanish is not required but is highly valued.

Physical Requirements:

- Must be mobile and able to bend, stoop, reach, and moderately lift (up to 30 pounds).
- Must be able to sit or stand at a workstation and/or a computer screen for up to 2 hours at a time.

Reasonable Accommodations Statement: *To accomplish this job successfully, an individual must be able to perform, with or without reasonable accommodation, each function satisfactorily. Reasonable accommodation may be made to help enable qualified individuals with disabilities to perform the functions required.*

This is a grant-funded position that is expected to be ongoing.