

Tabor Community Services
Job Description
Equal Opportunity Employer

JOB TITLE: Program Reporting Assistant (PRA)

Program: TLC

Date Revised: September 20, 2019

A. Basic Functions:

Provide friendly, outstanding customer service to TLC participants, guests, and callers. Offer support and assistance to guests, participants, and the staff team in an efficient and professional manner. Accurately report observations and incidents of significance to managers and/or case management staff and perform assigned duties to ensure a safe and secure facility.

B. Essential Functions:

1. Welcome and greet all who enter and reside at TLC in a friendly professional manner
2. Greet visitors and determine nature of their business, directing or assisting them accordingly
3. Answer telephone: take messages, return and/or forward calls, explain program as needed
4. Perform periodic building inspections as instructed to make sure building is secure and safe
5. Monitor and respond to participants as they come and go and note any unusual and/or suspicious behavior or activity
6. Monitor participant activity using video system and documenting violations and/or concerns
7. Maintain safe and secure environment for participants
8. Be knowledgeable of and remind and encourage participants to abide by the participant manual rules and TLC's policies and procedures. Document violations but do not confront or address them unless necessary for building safety.
9. All TLC staff, including PRAs, are mandated reporters and must report suspected abuse or neglect in accordance with the State law
10. Provide support to TLC managers and the case management team as needed
11. Perform other duties as assigned including:
 - a. Complete and submit Shift Report form at the end of each shift
 - b. Sort and distribute mail into participant mail boxes
 - c. Review shift reports from prior shifts and any comments in staff book at start of each shift
 - d. Administer drug screens and breathalyzer tests with participants when required and/or requested by a manager
 - e. Report maintenance issues and/or needed repairs as instructed
 - f. Monitor and facilitate removal of trash, cleaning of common areas including windows, sweeping and/or shoveling sidewalk and front steps, vacuuming, laundry etc.

C. Other Functions:

1. Maintain confidentiality

2. Maintain a professional attitude, a calm demeanor, and respect for personal and professional boundaries at all times
3. Seek to foster and maintain a calm, low-stress environment
4. Attend monthly Tabor staff meetings when possible, PRA team meetings, and TLC staff meetings as scheduled
5. Advocate for Tabor and TLC as opportunities may arise

D. Supervision Exercised:

None

E. Supervision Received:

Reports to the Operations Manager

F. Minimum Knowledge, Skills, and Abilities:

1. Post-secondary education and/or relevant experience in a human services field desired
2. Proficiency in MS Word, Outlook and Excel
3. Strong professional customer service skills are essential
4. Fluency in speaking and writing English is required, bilingual fluency in English and Spanish strongly preferred
5. Ability to interact professionally and effectively with participants, staff, outside service providers, and other guests under conditions that may be stressful or chaotic is essential
6. Sensitivity to cultural and socioeconomic characteristics of populations served
7. Commitment to Tabor's Core Values including the principle that everyone has strengths including the capacity to grow and change
8. An approach to service that is trauma-informed, recovery focused, and empowers people to resolve their own challenges to the fullest extent possible
9. Ability to set appropriate limits and maintain professional boundaries
10. Must secure all state mandated child abuse and criminal background certifications/clearances and take Mandated Reporter training in accordance with Tabor policy
11. Must be or become First Aid and CPR certified

G. Work Environment and Physical Requirements:

1. Sitting for extended periods, frequent walking, standing, reaching with hands and arms, use of hands and fingers for phone and keyboard
2. Regular computer usage
3. Regular talking and hearing
4. Frequent lifting and/or moving up to 20 pounds and occasionally up to 50 pounds
5. Visual acuity (with or without corrective lenses); close vision, distance vision, and ability to adjust focus
6. Working conditions are generally indoors with periodic exposure to weather
7. Capacity to use stairs is required to potentially assist residents to exit the 5 story TLC building in the event of an emergency or other times when the elevator cannot be used

H. Classification:

1. This position may be either full-time or part-time. For details see Personnel Policies Handbook.
2. This position is non-exempt from overtime and paid on an hourly basis.

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements.

I have read and understand the responsibilities and requirements of this position for which I have been employed by Tabor Community Services.

Employee Signature: _____ Date: _____

Equal Employment Opportunity

Tabor Community Services is an equal opportunity employer and does not discriminate on the basis of race, gender, disability, ethnicity, religion, sexual orientation, national origin, age, citizenship, veteran status or genetic information.

Americans with Disabilities Act

Applicants as well as employees who are or become disabled must be able to perform the essential duties and responsibilities either unaided or with reasonable accommodation. The agency shall determine reasonable accommodation on a case-by-case basis in accordance with applicable law.