Available Job Opportunity

Position: Part-time Program Associate (20 hours), non-exempt
Program: CHAC Family Resource Centers
Compensation: $24/hour, includes benefits
Start date: August 2023
Location: Mountain View main Family Resource Center/satellite sites as needed

Roles & Responsibilities
Under the supervision of the Director of CHAC Family Resource Centers, our Program Associate supports management of program schedules, raising awareness of programming, and monitors facility conditions & needs at each of our 4 FRCs sites. Family activities are focused on school readiness and life skill building: motor skills, social skills, age-appropriate concepts, early cognitive & language development, and early literacy. This position also coordinates activity among our program volunteers. As a team, our services provide prevention & early intervention education, awareness of resources, community building, and support to families with at least one child prenatal through early childhood. Additional responsibilities include educating families about long-term benefits and overall wellness for a child’s development and relationship-building including resources available through CHAC’s Family Resource Centers and its partners.

Program Associate activities will include, but not be limited to:
- Staff main Family Resource Centers (FRCs) office during assigned hours
- Support planning, registration procedures and coordination of programs and activities
- Ensure implementation of policies and practices
- Maintain budgets assigned to position and support Director in tracking expenditures/transactions
- Support outreach efforts to community and partners
- Help build positive relations within the team and external organizations
- Contribute to growth and program development

Duties
1. Staff main FRCs office during assigned office hours.
2. Answer phone lines, handle inquiries, manage the FRCs general e-mail account and field incoming messages to appropriate team members.
3. With team Family Engagement Coordinators, communicate with internal Development staff and organizational partners to share updated activity calendars through media relations, social media etc.
4. Enter data into and assist Director with creating reports from database.
5. Order supplies for FRCs sites, as needed.
6. Schedule and organize meetings/events.
7. Connect volunteers with training & placement, as well as support volunteer hours tracking and receiving incentives.
8. Help team determine the needs of families to identify the appropriate programs, services and activities.

Skills & Abilities
- Updated office practices: filing systems, business, correspondence, presentations and report writing
- Technology: Knowledge of internet navigation and communication, and commonly used business applications (i.e. MS Office programs, Google-based applications, client management systems, etc.)
- Organizational skills: Proven ability to write well, pay sharp attention to details, plan, prioritize and multi-task
- Language: Fluency in spoken & written English is required. Fluency or working knowledge in Spanish or Mandarin is highly preferred.
- Willingness to travel to various sites within designated service area
- Knowledge of child development and behavior, and familiarity with specific development stages
- Knowledgeable about connecting to local community resources
- Ability to establish and maintain personal and programmatic boundaries while providing supportive services
- Strong interpersonal skills and ability to relate to individuals of various backgrounds, value systems and behavior norms
- Experience in working with culturally diverse communities and families
- Maintain a professional, confidential and positive work environment
- Ability to work efficiently both as an individual and as member of a team
- Communicate effectively, verbally and in writing
- Be flexible, proactive, adaptable and able to work in a fast-paced, changing environment

Other Qualifications
- Must possess a high school diploma, GED or equivalent
- Experience in social services in community settings with families
- Must have a valid California driver’s license, reliable transportation and current auto insurance
- Must be a U.S. citizen or lawful permanent resident
- Clearance of fingerprint background check and valid TB screening

How to Apply
Please direct any questions, and send a cover letter & resume to:
Maddi Pascua, Director of CHAC Family Resource Centers
mpascua@chacmv.org

The above description is intended to outline the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of responsibilities, duties and skills required at all times of personnel so classified. This position is contingent upon grant funding from FIRST 5 Santa Clara County.