

Job Title: Program Assistant  
Department: Diversion Programs  
Reports To: S4S Therapist  
FLSA Status: Non-Exempt  
Last Reviewed: 9/12/16

#### SUMMARY

Program Support personnel are responsible for assisting the S4S therapist with program duties, behavioral management and transportation. This is a part-time position which will be scheduled during after-school hours during the weekday.

#### ESSENTIAL DUTIES AND RESPONSIBILITIES

- \* Assist therapist with group activities as outlined in the curriculum
- \* Provide case management support with clear documentation of case management efforts in the client record
- \* Assist in the coordination of family, program and school meetings
- \* Provide aftercare follow-up
- \* Provide a safe, support environment for the youth
- \* Aid youth in reaching goals
- \* Utilize approved behavior management techniques
- \* Utilize verbal de-escalation skills during crisis intervention
- \* Promote effective team work and skill building as outlined in the curriculum
- \* Transporting youth to and from Haven House Services' programs (picking up from school and dropping off at residence as needed)
- \* Supervises program youth while in transit
- \* Serves as positive role model for youth and family
- \* Completes all required trainings
- \* Participates in agency outreach and fundraising events
- \* Demonstrates a willingness to assist in other agency programs as needed
- \* Acts as a custodian and demonstrates responsible and ethical use of agency property and facilities
- \* Displays sensitivity to the service population's cultural and socioeconomic characteristics.
- \* Strives to embody the agency's Code of Ethics while working towards the agency's Mission.

- \* Learns and demonstrates Agency-wide Competencies including the areas of consumer and community relationships, continuous individual and agency-wide improvement, vision and purpose, respect and teamwork and positive leadership
- \* Learns, develops, and models Positive Youth Development core competencies resulting in capacity to contribute to the mission of Haven House Services and be a resource to our youth and families, other partner organizations, and our community
  
- \* Other duties as assigned

#### QUALIFICATIONS

Education: Bachelor's degree in a human service field from an accredited institution

Experience: Work related and or relevant training on working with at-risk youth

Physical Demands/Working Conditions:

- \* Potential exposure to blood borne and/or airborne pathogens

Other Requirements:

- \* Valid North Carolina Driver's License and satisfactory driving record
- \* Acceptable background report
- \* Proof of valid car insurance
- \* Negative drug screen results