

Delta Gamma Center

Program Assistant

The Delta Gamma Center's mission is to help children who are blind or visually impaired reach their full potential through family-centered, specialized services and community support. DGC provides educational, developmental, therapeutic, and recreational services to children from birth through high school, and their families, as they seek to live a life without limits from vision loss.

POSITION SUMMARY

The Program Assistant is part of a diverse team of professionals that provide educational, recreational, and therapeutic services) to meet the developmental needs of children with visual impairments and their families. Our service model is family-centered and involves a holistic, multidisciplinary team approach to bringing critical resources to children, their families, and caregivers.

This position plays a key support role for DGC programs and services, and it is the first point of contact for many clients, center visitors, and the community. The Program Assistant has primary responsibility for (1) creating and maintaining client and program records, (2) supporting program billing, reporting, and supply purchasing, (3) ensuring timely responses to families, professional partners, and community members.

A friendly and courteous manner, an understanding of the importance of confidentiality, and the ability to manage and understand multiple projects and processes are critical qualities of the Program Assistant.

RESPONSIBILITIES

Provides administrative support for Early Intervention, Family Support, and GRADS programs.

- Supports Early Intervention client intake by scheduling initial assessments and evaluations
- Responsible for EI client billing: Confirms proper billing authorizations for client services, prepares and submits billing for services, researches issues related to claims entry and billing
- Distributes Early Intervention evaluation reports to appropriate professionals
- Creates and maintains electronic and paper client records/files in compliance with HIPAA, licensing, and funder requirements as well as DGC policies and protocols.
 - Enters all new and updated client information in database
 - Coordinates with staff and clients to obtain forms and documentation for new clients as well as annual documentation updates, ensuring forms, files, and database records are complete and accurate
 - Saves staff progress notes, IEPs and IFSPs, and other client documents to DGC electronic files

- Coordinates with doctor's offices to obtain records, prescription requests, and client health forms, following up with physician offices to address any concerns or issues
- Manages storage and archiving of closed client files
- Gathers and reports on client records as needed to meet licensing, funder, and litigation requirements
- Manages correspondence to clients: emails, letters, packets, forms, and documents
- Assembles new client welcome packets, travel folders, sign-in sheets, packets for group events, including Braille embossing of any needed documents
- Coordinates with administrative staff to collect and maintain documentation for staff files to demonstrate compliance with DGC policies and procedures, as well as funder and licensing requirements.
- Coordinates program calendar development and distribution, including posting and updating activities on DGC Outlook calendar
- Creates and manages client email lists for program email communications, updating database and notifying development/marketing team of changes.
- Manages reservations and notifications for all group events and activities, including coordination of Early Intervention graduation, managing invitation lists, reservations, room & refreshment set-up
- Process and distribute incoming mail and handle outgoing mail
- Primary responsibility for responding to and directing incoming agency calls and program emails, primary responsibility for receiving building visitors.
- Coordinates purchasing and grant tracking of program supplies and equipment
- Manages inventory of all general program supplies and equipment, including lending of books, toys, equipment, etc.
- Prepares daily, weekly, and monthly reports as needed; proofreads correspondence and written materials produced by staff
- Supervises volunteers when requested
- Other duties as assigned, including support for special projects or special events, special events, etc.

QUALIFICATIONS

- Bachelor's degree or equivalent professional experience
- Experience working with families, people with disabilities, the early intervention system in Missouri and/or Illinois, youth development, etc. is a plus
- Strong critical thinking skills needed to learn complicated processes and respond to each unique situation
- Outstanding attention to detail and commitment to accuracy and completeness of records and files

- Able to follow through with projects and assignments in a timely and efficient manner
- Strong writing, interpersonal, and customer service skills in person, over the phone and in email to effectively work with families from diverse backgrounds and medical and other professionals
- Able to organize and prioritize tasks effectively, function independently, and seek supervisory consultation when necessary
- Able to represent the agency in a professional and mature manner; able to maintain confidentiality and show discretion with sensitive information and situations
- Strong computer/technology skills
 - Proficiency with Microsoft Office Word and Excel required, competence with Outlook and PowerPoint a plus
 - Experience with data management systems and web-based systems required
- Able to work cooperatively and effectively with program and administrative staff

REPORTS TO

Program Director

TERMS OF EMPLOYMENT

- Full-time (37.5 hours per week), nonexempt
- Background check, drug screen and health certification completed upon offer of employment
- Must be physically able to lift or move 30-50 pounds; push/pull and lift equipment and supplies; assist children by bending, crouching, kneeling, sitting in chairs and/or on floor and reaching in all directions; and stand, sit or drive for long periods

BENEFITS

Benefits offered to full-time employees include:

- Competitive salary
- Medical, dental, short-term and long-term disability, and life insurance
- Defined contribution pension (5% employer contribution) and tax-deferred annuity plans
- Paid time off: vacation, sick leave, personal time, holidays, winter (one week) and summer (one week) breaks, parental leave
- Professional development opportunities
- Mileage reimbursement at IRS rate

TO APPLY

- Submit a cover letter explaining why you are interested in this position and how your personality, skills, and professional experience make you the ideal candidate for the position outlined in the job description.
- Submit a resume outlining their professional experience and achievements, education, and relevant training and credentials, and
- Complete a brief questionnaire that should take 10-20 minutes

Please make sure the file names of your documents include your name and type of document (e.g. lname_fname_cvrltr, lname_fname_resume).

Click on the link below to complete the questionnaire and upload your documents.

<https://dgckids.typeform.com/to/jCGnNKxS>

You won't be able to save your answers and come back, so please make sure you have your documents ready to upload and have enough time to complete the questionnaire.

If you would like to view the questions to help prepare in advance, click here:

[Program Assistant Online Questions](#)