

POSITION TITLE: **ASSISSTANT PROGRAM MANAGER**
SUPPORTIVE SERVICES for VETERAN FAMILIES
PROGRAM **(SSVF)**
REPORTS TO: **PROGRAM MANAGER**

MAJOR RESPONSIBILITIES

Assist with day-to-day office support operations and providing administrative support services.

DETAILED RESPONSIBILITIES

- The Assistant Program Manager will collaborate with the program manager and provide oversight of the SSVF program and team members.
- Field incoming calls and walk-in inquiries.
- Communicate program overview via prompt email and phone responses.
- Help capture, organize, and maintain program information, including participant information and monthly activity data entry.
- Assist with prescreening Veterans for program intake appointments and refer to other community resources when appropriate.
- Update and maintain program support materials such as forms, brochures, and program manuals.
- Handled all data input into the HMIS funding system, generated reports, and examined supporting documents before authorizing payments to veterans to ensure compliance with agency and funding source standards.
- Enter case file audit results into a master data file.
- Develop and maintain program contacts and vendor database.
- Order and maintain office supply inventory.
- Research Veteran resource information.
- Provide supervision to all staff when the Program Director is out of office.
- Handled all data input into the HMIS funding system, generated reports, and examined supporting documents before authorizing payments to veterans to ensure compliance with agency and funding source standards.
- Remains current in the service provided by programs (veteran's services, homeless services, etc.) through self-initiated avenues, as appropriate.
- Acts as a liaison between other external entities and stakeholders.
- Schedule meetings and prepare meeting materials.

Reviewed and Approved by the Management Team 1-3-23

I have read and understand job description.

Employee Print Name :

Employee Signature Required

Date:

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 PROGRAM SUPPORTIVE SERVICES for VETERAN FAMILIES (SSVF)
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- Work with the Program Manager to develop Facebook and Twitter feeds, blog posts, and electronic media information.
- Assist the Program Manager and organization staff as needed.
- As required, participate in VA/Supportive Services for Veterans' Families (SSVF) training.
- Assist with preparing for annual VA monitoring.
- Other duties as assigned by leadership.

REQUIRED QUALIFICATIONS:

- Excellent verbal and written communication skills
- Strong organizational skills and meticulous attention to detail
- Team Player with good listening skills
- Proficient in the use of Word, Excel, and PowerPoint
- Ability to operate general office equipment, including computers, copiers, fax machines, scanners, adding machines
- **REQUIRED Valid New York State Driver's License and own insured Vehicle**
- **REQUIRED PPD**

EDUCATION/TRAINING/EXPERIENCE:
MINIMUM QUALIFICATIONS

Bachelor's Degree and a minimum of two years of supervisory work experience.

Or

Relevant experience and educational background may be considered in lieu of a degree

CATEGORY

- **NON- EXEMPT**

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[Redacted]

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