Position: Program Support Specialist, Work-Study (this is not a paid position)
Reports to: Work Readiness Manager

Summary: Provides support to multiple departmental programs including, but not limited to Center for Higher Independence (CHI), Action Adoption, and Development.

Broad Function: Responsible for ensuring smooth daily operations (and one-time events) while providing support to classroom teachers, development team members, and adoption staff with student, client, and volunteer interaction.

Essential Duties:
1. Work 15 hours a week
2. Assists in teaching Independent Living Skills classes and related group sessions, which may include providing assistance with instruction during courses
3. Works with Education/Training Manager to provide relevant WTC resources
4. Participates in planning and marketing efforts, including conducting campus tours.
5. Assists CHI management team in coordinating and completing activities with students
6. Responsible for coordinating volunteer events, working alongside volunteers and filling in for volunteers as needed
7. Assists with assembling bulk mailings for appeals and donor requests
8. Performs other duties as assigned

Qualifications:
1. Strong verbal and written communication skills
2. Excellent time management skills
3. Dependable transportation
4. Prior volunteer experience helpful
5. Background check is required for all volunteers ages 16 and up

SKILLS:
Must have the following skills and/or abilities:
- Excellent communication (both written and verbal) and organizational skills.
- Communicate effectively (verbal/written) with diverse groups (i.e., students, co-workers, supervisors, and the like.)
- Computer conversant and strong in Microsoft Word and Excel and Adobe Acrobat (read/write).

PHYSICAL ACTIVITIES:
Must be able to:
- Use fingers to make small movements such as typing, food preparation or handling small objects.
- Hear average or normal conversations and receive ordinary information through verbal communication or American Sign Language.
- Frequently and regularly use hands, wrists, and fingers in performing such functions as sign language.
- Average, ordinary visual acuity necessary to observe residents, prepare or inspect documents, or operate a computer or other office machinery.
- Stand for long periods of time providing instruction to residents.
- Moves about, climb, stoop, kneel, and/or bend while assisting residents or modeling appropriate independent living skills.
- Assist in lifting and positioning residents weighing up to 185 lbs.
- Lift boxes or bags of training materials, food products, or the like weighing up to approximately 25 lbs.
- Travel with residents to local off-campus activities.

WORKING CONDITIONS:
Residential dorm and class room atmosphere located inside a building with no hazardous or significantly unpleasant conditions.

CONCEPTUAL/INTELLECTUAL ACTIVITIES & OTHER REQUIREMENTS:
• Maintain professional conduct including but not limited to integrity and trustworthiness and maintain a pleasant demeanor with others; as to exemplify model behavior for our students.
• Work cooperatively with others and with diverse groups.
• Perform multi-task, show patience and compassion, and remain calm in stressful situation.
• Communicate events accurately, clearly and in a timely fashion to all pertinent individuals.
• Work under sometimes demanding conditions while maintaining professionalism and enthusiasm.
• Apply logical thinking to define problems, collect data, establish facts, and draw conclusions in a confidential manner.
• Observe, evaluate, and record resident independent living and vocational skills.
• Dependable attendance and punctuality are necessary to perform the essential job duties.

This is to acknowledge that I have received a copy of my job description. Additionally, this job description in no way states or implies that these are the only duties to be performed by the employee in this position. Requirements are representative of minimum levels of knowledge, skills, and/or abilities. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job duties. Additionally, this document does not create an employment contract, implied or otherwise.

_________________________________________  ____________________________  __________
Employee Printed Name      Signature             Date

_________________________________________  ____________________________  __________
Immediate Supervisor Printed Name  Signature  Date