

ORANGE COUNTY ASIAN AND PACIFIC ISLANDER COMMUNITY ALLIANCE
OCAPICA
JOB ANNOUNCEMENT

Title: Program Support

Division: OCAPICA – Adult Workforce

FLSA: Non-Exempt, Full Time with Comprehensive benefits

Supervisor: Program Manager

Pay Range or Rate: \$21.00-23.00/hr

Revised: June 2023

Summary

Under the supervision of the Program Manager (PM), Program Support will work in OCAPICA's Employment Support and Post-Aid Supportive Services Program as a member of a team to provide job development and supportive services for CalWORKs Welfare to Work (CW WTW) Participants. Program Support will work collaboratively with Welfare to Work Case Managers (WTW CM) and all program staff to assist Participants by scheduling appointments, workshops, and orientations. Collecting required program documents, such as Program Surveys. Tracking program activities. The Employment Support and Post-Aid Supportive Services Program will provide culturally and linguistically competent, family centered, strengths-based, and needs driven models of service, in which staff promote a self-sustaining lifestyle.

Essential Functions

100%

- Schedule participants referred for services, check referral inbox daily, and maintain referral log
- Communicating with Participants to inform, remind, and assist with program activities.
- Scheduling Participants for any needed appointments, workshops, and orientations.
- Assisting in preparing, managing, and reviewing program forms and paperwork for Participant case files.
- Assisting in managing records of for Participant and other related program information.
- Assembling Participant case files.
- Ensuring all required program documents are collected and placed in Participant's case file.
- Ensuring that Participants program surveys are collected after services are provided.
- Facilitate culturally sensitive workshops to build skills that are beneficial in the workplace.
- Maintaining timely and accurate documentation of in accordance with Quality Assurance Monitor.
- Assist with coordination of employment related events and activities, career fairs, employer advisory committees, career exploration events, etc.
- As needed, conduct intake, orientation, program suitability and eligibility sessions
- Provide follow-up and assist post-aid participants with job retention.
Participate in scheduled Time Studies as required by Program Management or Contract Administrator
- Participate in staff meetings, trainings, workshops and outreach events.
- Perform any other functions as needed by management and agency.

Minimum Qualifications - Knowledge, Skills and Abilities Required

- High School Diploma or General Equivalency Diploma (GED)
- Minimum of two (2) years of experience in Program Support or similar work experience.
- Ability to work in multidisciplinary team of care including peers, employers, and families.
- Ability to provide case management services for different levels of care as required by the needs of the client and family members.
- Ability to work with high needs, at-risk populations
- Understanding of CalWORK's Welfare to Work Programs.
- Must have excellent networking and communication skills.
- Current and valid California Driver's License, proof of auto insurance, and reliable transportation.
- Ability to do some travel for conferences, meetings, and trainings.
- Will be required to work out of multiple offices as needed
- Verification of employment eligibility, and background clearance required.
- Ability to work evening, overtime, and weekends may be required.

Non-Essential Qualifications - Knowledge, Skills and Abilities

- Familiarity in job/career development, as well as with service providers, employers, and business sectors in the region.
- Ability to work independently.
- Ability to work some Saturdays. Office will be open every other Saturday. Staff will rotate to ensure coverage.
- Demonstrated knowledge and sensitivity to various cultures and underserved communities and their families.

Supervisory Responsibilities: This position does not require supervision of any paid staff. However, this position may entail supervision of volunteers.

Environmental Conditions (Working Conditions): The environment for this position is an office environment (may include shared office space).

Physical Requirements: In the course of performing this job, the incumbent typically spends time sitting, standing, walking, typing, filing, listening and speaking, driving, and light lifting.

Mental Requirements: The incumbent in this position must be able to accommodate to any/all of the following: tolerance for distractions and interruptions. Uncontrollable changes in priorities/work schedules; be able to process information, think, and conceptualize.

Application Process:

Application deadline: **Open until filled.**

Please e-mail or fax a cover letter, resume and 2 professional references (past supervisors including e-mail address and phone number) to:

Email: careers@ocapica.org

FAX: (714) 228-9795

Please ensure that the email subject has the job title: **Program Support**

No Phone Calls Please

Agency Background

The Orange County Asian and Pacific Islander Community Alliance (OCAPICA) is dedicated to enhancing the health, and social and economic well-being of Asians and Pacific Islanders in Orange County, California. Established in 1997, OCAPICA works to improve and expand the community's opportunities through service, education, advocacy, organizing and research. These community-driven activities seek to empower Asians and Pacific Islanders to define and control their lives and the future of their community.

OCAPICA is an Equal Opportunity/Affirmative Action Employee