



## **PROGRAM ASSISTANT**

### ***PIERCE COUNTY OFFICE***

#### **TEAMCHILD**

TeamChild is a nationally recognized nonprofit serving vulnerable youth across Washington State. TeamChild is best known for its legal services program reaching children in crisis in King, Pierce, Spokane, and Yakima counties. Our clients are generally 12-23 years old and many are involved in the juvenile justice and child welfare systems. Our legal services program is designed to keep young people out of juvenile court by re-connecting them to education, healthcare, mental health, and housing supports. We work closely with public defenders, youth service providers, and the community to positively impact the young person's life while helping the youth to accomplish their goals and reduce further contact with the courts. The goal of all of our programs is to divert children away from school exclusion, arrest and incarceration, and directly into the supports that have the best chances of getting them back on track.

At TeamChild we believe that racial and other social identities should be respected and affirmed. In support of this belief, we are trying to build an equitable and inclusive organization and providing our team of staff, volunteers and Board members with the tools to address institutionalized racism and other forms of oppression. All members of our team are responsible for providing and supporting an equitable and inclusive work environment that will enrich our interactions with each other and our products and services. This responsibility provides the foundation for serving our clients and their families so their needs are justly represented and their desires amply fulfilled. For more information about TeamChild and the Pierce County Office, see [www.teamchild.org](http://www.teamchild.org).

#### **JOB OVERVIEW**

The Pierce County office of TeamChild celebrated our 20<sup>th</sup> anniversary this year. Our office is staffed with a Managing Attorney, 2 Staff Attorneys, and a Case Support Specialist. In addition, we have traditionally staffed this office with a part-time Program Assistant but due to increased need this position will be increased to full-time.

The Program Assistant's primary duties will be to provide administrative and case support to staff in Pierce County, including screening of referrals, general office administration, data entry, preparation for litigation (as needed), coordinating calendars, and answering general inquiries about TeamChild through phone and email. This position is located in our Pierce County office at 715 Tacoma Avenue, Tacoma, WA, 98402.

#### **PRIMARY RESPONSIBILITIES**

- Assists in case screening and client communication. Conduct informational interviewing with clients, families, and professionals who are referring cases or working with clients; present referrals at case staffing, and follow-up with clients.
- Provides extensive case support including but not limited to handling records and discovery requests, correspondence, document preparation, redaction, and other case management tasks as assigned.
- Independently prepares and edits correspondence, and other legal documents consistent with staff attorney instructions.
- Prepare case staffing agenda and participates in weekly staffings.

- Maintains and organizes case tasks, timekeeping, legal files, and records in the office and in TeamChild's web/cloud-based case management system.
- Organizes and archives closed case files.
- Assists with researching and making referrals to other legal and human service providers or appropriate organizations.
- Coordinates with IT and phone vendors and maintains office equipment.
- Assists with scheduling and preparing for program, project, or case-related activities and community outreach and training activities.
- Performs reception duties including welcoming visitors, answering telephones, making appointments, taking messages, and answering inquiries.
- Orders supplies.
- Other duties as assigned collaboratively within Pierce County or the Statewide Program.

## **QUALIFICATIONS (REQUIRED)**

We are seeking candidates who are committed to social justice and are passionate about the need to support young people. Candidates should work well both independently and as a team member, be respectful and ardent about working with people from diverse backgrounds, enjoy creative problem solving, and value the creation of relationships with co-workers and the community. Additional qualifications include:

- Demonstrated passion for our mission.
- Exceptional written and oral communication skills, and highly tuned listening skills.
- Excellent organizational skills and superior attention to detail with strong follow-through.
- Demonstrated competence in working with diverse clients and communities.
- Excellent skills with office technology, including strong computer skills and experience with Google Apps, database management systems, Microsoft Word, Excel, & Adobe Acrobat. Demonstrated ability to learn and master new technology and software applications.
- High level of professionalism and ethical standards.
- Ability to learn quickly and work both independently and collaboratively.
- Familiarity with racial equity analysis and commitment to undoing institutional racism

## **PREFERRED QUALITIES**

- Experience working with and for youth.
- Personal connection with our client communities.
- Curiosity for learning and personal growth.
- Sense of humor a plus.

## **COMPENSATION AND BENEFITS**

TeamChild is committed to providing employees with a competitive salary and benefits package. Salary is based on the TeamChild Program Assistant salary scale and the candidate's years of relevant experience. For example, a new program assistant with 0-1 years of relevant experience would start in this position at \$18.37/hour or \$33,433 per year, and a program assistant with 3-4 years of relevant experience would start in this position at \$20.13/hour or \$36,637 per year. TeamChild offers full benefits including medical, dental, vision, EAP, generous paid time off, long and short term disability, and options to set up FSA and 403b retirement accounts.

**TO APPLY**

Please email a concise letter of interest and resume to [jobs@teamchild.org](mailto:jobs@teamchild.org). Please write "Pierce County Program Assistant" and your last name in the subject line. No phone calls or email inquiries please. The Hiring Committee will begin to review applications on November 27, 2018.

**Before submitting your application, please check [TeamChild's website](#) to make sure that this position is still open.**

*All interested individuals, including people of color, women, persons with disabilities, and persons who are lesbian, gay, bisexual, transgender, and/or intersex are particularly urged to apply. TeamChild is an Equal Opportunity Employer. TeamChild is committed to promoting an environment free of barriers and discriminatory practices for its clients, Board, and staff.*