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**POSITION DESCRIPTION**

**Position Title:** Program Assistant  
**Supervisor:** Assistant Director

**Status:** Non-exempt/Hourly/Regular/1 FTE  
**Program/Department:** Connections

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**POSITION SUMMARY**

This position plays a significant role in the overall administrative processing of paperwork and flow of the program. This position is considered a support staff to other positions providing direct service delivery and is intended to alleviate paperwork responsibilities allowing more program time spent directly with children and families. This position is responsible for working closely with the Assistant Director and is expected to assist in overall program functioning when a need arises.

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**SUMMARY OF PRIMARY RESPONSIBILITIES**

**ASSIST PROGRAM WITH NEW INTAKE CALLS**

- Respond expediently to referrals or initial requests for services. Conduct a phone interview when needed to complete referral information/forms.
- Provide information on Birth to 3 services, UCP and offer appropriate information about other services when requested.
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**MANAGE CHILD PAPERWORK/RECORDS**

- Open client records:
  - Process Intake information per program protocol.
  - Create physical and electronic record
  - Update client database. Enter IFSP dates and updated demographic information within 5 business days of the date on the IFSP.
- Close client files by the of the first day of the month following the month in which the client is closed.
  - Update database
  - Scan and move both physical and electronic file per protocol
- Manage external records request ensuring privacy and security compliance is upheld.

**PROCESS PAPERWORK/REPORTS**

- Review program packets/paperwork monthly to ensure accurate information is being used and collated by Receptionist or volunteers. When needed, collate packets to ensure efficient distribution.
- Track/update data by utilizing various reports in the database
- Scan and file protocols and visit memos

**OTHER**

- Manage program supply orders as needed in consultation with Assistant Director.
  - Complete monthly responsibilities by the assigned deadline. (Payroll approval, reports to director and county/state, etc.)
  - Supportive team player willing to act as a goodwill ambassador for UCP both internally and externally.
  - Understands the core values of the agency and actively communicate its mission to stakeholders.
  - Other duties as assigned – please note this job description is not designed to be a comprehensive list of all duties and responsibilities. Duties and activities may change at any time with or without notice.
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**COMPETENCIES**

- Ability to understand and blend with our culture/mission of supporting people with disabilities and their families.
- Ability to serve on evaluation teams to evaluate for eligibility in Wisconsin’s Birth to 3 program as back-up when needed
- Excellent time management.
- Excellent organization skills.
- Excellent customer service and phone skills.
- Dependable and reliable.
- Strong communication skills both verbal and written.
- Accurate and attentive to detail.
- Ability to work in a fast-paced efficient manner.
- A positive attitude when faced with challenging situations.
- Ability work both independently and as part of a larger team.

**REQUIREMENTS AND PREFERRED EDUCATION/EXPERIENCE**

- BA/BS preferred; equivalent experience required.
- Understanding of early intervention or experience working with young children and their families.
- Experience with processing large volume of paperwork/electronic records.
- Experience with Access and Excel

**SUPERVISORY RESPONSIBILITIES**

None

**EXPECTED HOURS OF WORK**

This position must be available Monday through Friday between 8:00 am and 5:00 pm, with occasional weekend and evening hours to assist with public education and program needs.

***United Cerebral Palsy of Greater Dane County, Inc. is an Equal Opportunity Employer.***

**SIGNATURES**

This job description has been approved by:

Executive Director: \_\_\_\_\_

Human Resources: \_\_\_\_\_

Employee signature below constitutes understanding of the information listed above.

Employee \_\_\_\_\_ Date \_\_\_\_\_