



P.O. Box 431038, Los Angeles, CA 90043 323-786-2413 www.thesoh.org

Program Support Associate (Full Time)

Pay: \$15 - \$17/hr, commensurate with experience (M – F, 10 am – 2 pm and some evenings/weekends)

Organization: Sanctuary of Hope (SOH) is a nonprofit that provides education and housing stabilization services to vulnerable Transitional Age Youth (TAY), ages 16-25, who are homeless, foster care, low-income, or at-risk in South Los Angeles and adjacent cities of Inglewood and Hawthorne. SOH helps youth and young adults build self-reliance by helping them overcome poverty, trauma, low educational achievement, unemployment, and lack of well-being.

Summary: The Program Support Associate provides administrative and program support to Sanctuary of Hope programs and executive management. S/He assists with administrative functions such as filing, invoicing, copying, scanning, and communicating with the public. Additionally, s/he answers phones, conducts outreach, handles intakes, and assists with data entry into the HMIS and Social Solutions.

Duties and Responsibilities:

- Conduct initial intake and assessment for potential SOH individuals, perform a thorough telephone screening to determine eligibility for SOH services and schedule new participant appointments for all staff.
- Conduct outreach about SOH services to social service and neighborhood groups.
- Handle telephone and walk-in reception duties.
- Perform administrative case management duties including maintaining participant records and filing systems, answering telephones, entering information into HMIS, Social Solutions, and processing mail.
- Act as a liaison for program referrals and public system navigation for those who are unfamiliar.
- Attend monthly staff meetings.
- Report issues and problems to management.
- Perform other duties as assigned by the Director.

Education: Associates of Arts or commensurate experience in the social service field.

Qualifications:

- Demonstrated experience in working with at-risk youth to reach their housing, employment, or education goals
- Proficient in Microsoft Office applications and social media
- Excellent written and oral communication and proficiency in math
- Demonstrated experience in one or more of the following areas: mental health, chemical dependency, emotional/behavioral special education, at-risk youth issues
- Demonstrated knowledge of and ability to work effectively with youth with a variety of identities, cultures, and backgrounds including ethnic/racial minorities and LGBTQ youth
- Knowledge of Trauma-Informed Care and Practices a plus
- Ability to work collaboratively, but independently
- Ability to pass drug screening
- Ability to pass a criminal and child abuse index background check



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- Reliable transportation

Certificates, Licenses, Registrations:

- Valid California Driver's License and proof of registration and auto insurance
- Adult CPR & Basic First Aid
- TB Test Clearance

Position is grant funded; in addition to other specified conditions of employment, it is understood that no guarantee of continued employment, beyond the availability of current funds, is expressed or implied by Sanctuary of Hope.

Sanctuary of Hope provides equal employment opportunity to all qualified individuals without regard to race, creed, color, national origin, ancestry, religious belief, sex, age, physical or mental disability, veteran status or other protected classification.