

## Wichita Support Program Assistant

Classification: Administrative - Non-School Based

Location: Assigned Department

Reports to: District Administrator

FLSA Status: Non-Exempt

Bargaining Unit: OSEA

This is a standard position description to be used for positions with similar duties, responsibilities, classification and compensation. Employees assigned to the position description may or may not perform all of the essential functions indicated in this position description.

This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

### **Part I: Position Summary:**

This position is responsible for assisting the Support Program Leads with programs that provide families access to basic needs including food, clothing and hygiene items.

### **Part II: Supervision and Controls over the Work:**

Works under the supervision of a district office administrator(s) or school administrator. Work is controlled and/or guided by school and district policies and procedures, and directions and expectations as established by the administrator(s).

### **Part III: Major Duties and Responsibilities (depending on specific assignment):**

1. Performs a broad variety of tasks that support the daily function of programs including food pantry, hygiene pantry and clothing closet as directed by a district administrator.
2. Monitors inventory, stocks items, rotates stock, processes donations.
3. Prepares packages of food and supplies, loads and unloads deliveries.
4. Interacts with the public on a daily basis.
5. Follows all regulations and requirements for food pantry operations as set forth by the Oregon Food Bank, the District, and the state of Oregon.
6. Maintains program spaces and storage locations in a neat, clean, orderly and safe manner.

7. Establishes and maintains appropriate records including confidential records of services provided to students and families, donation logs, timesheets, accident reports, food bank records and safety inspections.
8. Collaborates with the district Family Support Team to ensure continuity of services. Refers students and families to appropriate community or school resources as needed.
9. Communicates with all students, parents, community members and other staff members in a manner that exercises discretion and assures protection of student and client confidentiality consistent with the direction and guidance of staff, administrators, and school/district policies and procedures.
10. Emphasizes the dignity of each person that is seeking services. Handles high stress interactions with calm and respect. Responds with discretion and care.
11. Develops and maintains trusting relationships between the district/school and families/students.
12. May be required to occasionally work additional hours on weekends or evenings.
13. Performs other duties as assigned.

#### **Part IV: Minimum Qualifications:**

Incumbents must have successful experience in working with culturally diverse families and communities, or have otherwise demonstrated a commitment to strengthening engagement of a diverse community and skill in communicating with a diverse population.

- Graduation from high school or equivalent.
- Ability to communicate effectively with parents, school staff, administration staff, and public.
- Must demonstrate excellent client service skills.
- Must have successful experience in working with culturally diverse families and communities; or have otherwise demonstrated commitment to strengthening engagement of a diverse community, and skill in communicating with a diverse population
- Demonstrated ability to maintain confidentiality and understands student information privacy rights.

#### **Part V: Desired Qualifications:**

- Bilingual skills in a language common to the school district.

**Part VI: Physical and Environmental Requirements of the Position:**

The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is frequently required to sit, talk, lift, carry, move about, hear and speak.
- Employee may be required to perform extensive work at a computer display terminal.
- Ability to repeatedly lift and/or move 25 to 50 pounds many times during the course of a shift.
- Required to work in all weather conditions, exposure to cold, heat.
- Ability to work both independently and cooperatively.
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.
- Employee may be required to interact with clients, customers, and staff who are emotionally upset, angry or distraught. In such interactions, employee must be able to maintain control and decorum and professionalism.
- May be required to transport items in a personal or district vehicle subject to all policies and procedures of the district.