

RAMP  
Purpose, Parameters, Qualifications, Activities and Performance Indicators  
for the position of  
**Program Services Assistant**

**I. Purpose of Position:** To provide administrative support to RAMP team members by assisting with data processing, audits of consumer records, tracking staff hours vs activities entered into internal database, conducting outcome/survey calls with participants, and other routine clerical tasks with the purpose of supporting the quality and consistency of the services RAMP provides to consumers and the community. This position also requires an understanding of the principle of the Independent Living (IL) philosophy, and a genuine desire to carry out this philosophy.

**II. Position Parameters:** Reports directly to the Assistant Services Director; Full-time; Travel and Expenses Reimbursed; Salaried, Non - Exempt.

**III. Minimum Qualifications:**

- A. Associates degree or minimum of 2 year of relevant work experience;
- B. Aptitude for process-oriented activities;
- C. Willing and ability to take direction and receive feedback;
- D. Excellent written and verbal communication skills and the ability to work effectively as a team player;
- E. Attention to detail;
- F. Ability to demonstrate creativity, initiative, dependability, and be adaptable to new processes;
- G. Ability to organize time for maximum use of work hours;
- H. Ability to ensure adequate recording and reporting of task completion;
- I. Solid knowledge of Microsoft Office software applications and able to use them efficiently with work responsibilities (specifically a working knowledge of Microsoft Excel);
- J. Ability to use the Internet for research, scheduling and e-mail;
- K. Personal experience with disability preferred.
- L. Experience with the handling of data including input, review, and assessment;
- M. Ability to adhere to strict confidentiality standards while handling potentially sensitive information.

**IV. Job Activities and Performance Indicators (in order of priority):**

**A. Provide Support to the Assistant Services Director and Services Director.**

- PI. Meet regularly with the Assistant Services Director to discuss task needs, priorities, and progress;
- PI. Assist in the scheduling of trainings and meetings;
- PI. Notetaking responsibilities during a variety of meetings;
- PI. As needed, assist in the updating of internal documents, agency letterhead, and forms;
- PI. Maintain/update documentation related to staff file audits, technology inspections and other items, as requested;
- PI. Prepare program billing along with relevant direct services staff;
- PI. Complete reports on staff time worked in various programs to send to staff and supervisors.

**B. Aid in the maintenance of high quality, premium services to consumers and the community.**

- PI. Assist in gathering outcome data and in the preparation of reports to be shared with staff, board, and community members.
- PI. Conduct routine reviews of records by pulling system reports to ensure that participant records follow procedures and provide staff/supervisors with information on items that need to be fixed.
- PI. Assist in the upkeep of electronic participant records.

PI. Program audits and billing.

PI. Conduct participant satisfaction and outcome surveys to measure efficacy of programming.

PI. Provide staff with routine reminders related to documentation, billing, and procedures.

**D. Complete required paperwork in a timely fashion as required.**

PI. Make sure timesheet and/or expense report is completed and turned-in when due

PI. Make sure results are completed, communicated and kept up to date

**DISCLAIMER**

The preceding job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job.

*Drafted by Services Director: 11/8/2021*

*Updated:*