



JOB DESCRIPTION

TITLE: STUDENT SUPPORT SPECIALIST
REPORTS TO: HRSA PROJECT COORDINATOR AND DIRECTOR OF PREVENTION, TRAINING & EDUCATION
CLASSIFICATION: NON-EXEMPT, FULL TIME

SUMMARY: Administrative position that supports the Supporting Youth Recovery Enhanced Program (HRSA).

MINIMUM REQUIREMENTS/QUALIFICATIONS:

- Pennsylvania Criminal Background Check, Pennsylvania Child Abuse History Clearance and an FBI Criminal History Background Check required.
- High school education with 2 years of experience providing similar services in a client-service or health care environment.
- Proficient in Microsoft Office Suite. Some knowledge of Gmail and Google Drive
- Position is based in Bucks County with the expectation that employee will work at locations throughout The Council's service area as needed, using private vehicle. Employee must be able to work independently and collaborate with community and organizational representatives.

ESSENTIAL DUTIES:

- Assist and support the HRSA grant program, providing administrative support and proper customer service to both internal and external customers.
- Conduct self in a professional manner by adhering to The Council's Employee Handbook.
- Maintain valid driver's license and safe driving record.

DAILY JOB RESPONSIBILITIES:

- Assist the Project Director, Project Coordinator, Field Placement Coordinator, Evaluator and Instructors with student and program related issues.
 - Support programs incoming calls, participant correspondence and scheduling, emails, inquiries, marketing, social media and general contacts.
 - Assist with generation of curriculum & manuals, PowerPoint presentations and handouts. Maintain master list and manuals for all trainings.
 - Classroom scheduling, materials, training set-up; sending, receiving, processing applications, background checks and acceptances.
 - Data entry to document student attendance, assignment completions, field placement hours and project evaluation data.
 - Compiling and tracking field placement locations, contact information, and field placement evaluations.
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- Telephone, email and social media support and communication with students. Troubleshooting any student issues.
- Maintain records and files of all trainings (this includes applications, approvals, sign in sheets, certificates, evaluation summaries).
- Assist with training logistics (arranging sites, etc.).
- Accurate data entry of service activity, account and participant demographics, finance and other program records. Tabulate participant feedback to ensure ongoing quality improvement.
- Generate supplies order according to program and Council procedures.
- Maintain electronic and paper records according to program and Council procedures and in compliance with applicable privacy law.

COMPENSATION: Commensurate with experience and other qualifications.

REVISED: December 2017