



Program Assistant Job Description

Job Title: Program Assistant

Department: Outreach Services

Reports To: Assistant Director of Outreach Services

FLSA Status: Exempt

Created On: April 2025

Position Summary:

The Program Assistant will provide high-level administrative and logistical support to the Assistant Director of Outreach Services. This position involves organizing and managing schedules, facilitating communication, and assisting in program coordination to ensure the department operates effectively. The Program Assistant must be detail-oriented, capable of managing multiple priorities, and deeply committed to NPP's mission and core values.

Essential Duties & Responsibilities:

- Manage the Assistant Directors' calendar, coordinate meetings, appointments, and travel arrangements.
- Maintain files and records to ensure accurate and up-to-date documentation of departmental activities.
- Maintain project timelines and ensure deadlines are met for various departmental projects.
- Assist in the planning and execution of program initiatives and events.
- Collaborate with program staff to ensure the smooth operation of support services, providing logistical support as needed.
- Act as the primary point of contact for external stakeholders.
- Prepare agendas and take minutes for departmental meetings, disseminating notes and action items as appropriate.
- Foster a positive and collaborative work environment by supporting team members and facilitating effective communication.
- Participate in team meetings and collaboratives, contributing insights and updates to enhance program effectiveness.
- Maintain confidentiality and handle sensitive or confidential information with discretion.
- Assist in special projects and initiatives assigned by the Assistant Director of Support Services.

General Expectations and Responsibilities:

- Collaborate with community agencies, members, and organizations to become familiar with the services they offer.
- Maintain a professional and respectful disposition at all times.



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- Deliver all services with a high level of customer focus and service in accordance with training, NPP policies and procedures, program requirements, and direction from leadership.
 - Engage in active listening and use clear communication and verbal skills.
 - Document all pertinent data and information regarding work with individuals, agencies, and other community members promptly in accordance with company requirements.
 - Participate in organization planning.
 - Attend staff meetings and trainings
 - Attend community meetings as directed.
 - Update shared calendar to reflect activities, meetings, and general schedule.

Supervisory Responsibilities:

The Program Assistant requires no supervisory responsibility.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Car Use:

The position may require operating a company vehicle and/or personal vehicle to transport goods or personnel to various locations as needed. A valid driver's license and a clean driving record are essential for this role.

Education and/or Experience:

Preferred: Associate Degree or higher

Required: High School Diploma or equivalent and 1 year of administrative experience.

Computer Skills:

To perform this job successfully, an individual must have knowledge of basic office software especially: MS Word or Google Docs, MS Excel or google sheets, and generally be familiar and comfortable using computers and various programs and apps.

Skills and Knowledge:

- Excellent computer literacy and knowledge of Microsoft Suite, Google Docs, and Google Sheets.
- Ability to communicate effectively and courteously with families, staff, and community members.
- Knowledge of available community resources.
- Ability to handle multiple tasks and adhere to deadlines.
- Proven organizational and planning skills.



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- Ability to work as part of a team and maintain flexibility around task assignments.
 - Ability to establish, recognize, and adhere to appropriate professional boundaries.
 - Proven in providing direct service to families and/or individuals.

Other Requirements:

- Valid Hawaii driver's license and no-fault car insurance.
- Clean driving abstract.
- Resident of Puna/East Hawaii Community area preferred.
- Criminal Record and/or DHS-CWS background check
- Participate in the upkeep of office and general cleanliness of workspace

Physical Demands:

The physical demands 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 regularly required to use hands to finger, handle, or feel; reach with hands and arms; stoop, kneel, crouch, or crawl and talk or hear. The employee is frequently required to stand; walk; sit; climb or balance and taste or smell. There will be frequent requirements to drive and/or walk on unpaved roads. The employee must frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds. This job's specific vision abilities include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

Work Environment:

The work environment characteristics described here represent those employee encounters while performing 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 regularly exposed to wet and/or humid conditions and outside weather conditions. The employee is frequently exposed to fumes or airborne particles and extreme heat. The employee is occasionally exposed to moving mechanical parts. The noise level in the work environment is usually loud.

Neighborhood Place of Puna provides support to individuals and families experiencing homelessness and other challenging circumstances. It is not uncommon to see, engage, or be confronted with the following: violence and threats of violence; profane, racist and/or sexist language; bodily fluids; conflict; interactions with First Responders; alcohol and other street drugs; cigarette smoke; death of service participants; nudity of service participants; people involved with sex work; people involved in the drug trade; persons used against their consent,



NEIGHBORHOOD PLACE OF PUNA

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will or knowledge; people in conflict with the law; and/or other situations that may be unsettling. Measures are taken to train staff to deal with these situations appropriately.

Acknowledgments: Please initial one of the following statements.

_____ I have read the job description and am able to perform the essential functions of this position.

_____ I have read the job description and am able to perform the essential functions of this position with reasonable accommodations. (Please explain accommodations needed below.)

Date: _____

Print Name: _____

Signature: _____