



**PARENT TRUST FOR WASHINGTON CHILDREN
WORK STUDY PROGRAM ASSISTANT**

The Family Help Line provides parents and caregivers with emotional support, parenting information, and referrals to community resources. This is accomplished via the Family Help Line phone line, the Parent Trust website, and through publication and resource distribution.

The Family Help Line Program Assistant assists the Family Help Line office and other program teams with program support, clerical tasks, and assistance with community outreach. Clerical tasks include data entry, assisting with mailings, organizing and distributing resource materials and other duties as needed. The Family Help Line Program Assistant will also receive training to become a Parenting Coach (if that is a goal of the assistant) including a minimum of three months of Family Help Line call observations.

The Family Help Line provides free, immediate and confidential service aimed at preventing child abuse by increasing family management skills and decreasing the social isolation.

Program Assistant Responsibilities:

- Maintain organization of resource materials and publications.
- Assist with program support including mailings, inventory, ordering, and updates.
- Update listings for online database as needed.
- Assist with program outreach, including staffing .
- Enter Family Help Line data and demographics into databases as needed.
- Recording messages on voicemail menus
- Maintain agency confidentiality.
- Participation in community outreach

Training

Program Assistant receives training in use and maintenance of online database; data entry; working with a complex voicemail system; principles of family support and best practice parenting techniques; and state and community resource delivery systems.

Supervision

Family Help Line Director and Program Staff provide ongoing supervision.

Commitment

Must be available for a minimum of two hours per week during business hours and willing to make a 6-month commitment.

Requirements

- Clear communication skills.
- Proficiency with Microsoft Word and Excel.
- Some knowledge of child development preferred
- Willingness to learn
- Work Study eligible

Compensation & Benefits

- \$12.00 per hour
- Learn principles of family support and best practice parenting techniques.
- Observe and practice problem solving and effective techniques for giving feedback.
- Develop knowledge of state and community resources and delivery systems.
- Be part of a team of dynamic family support specialists.

Center for Strong Families Hours:

Monday – Friday – 9am to 5pm

***Parent Trust for Washington Children
Center for Strong Families
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Seattle, WA 98144***

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