

Job Description

BRAIN INJURY ASSOCIATION OF MASSACHUSETTS

JOB DESCRIPTION

Department: Programs & Services

Job Title: Administrative Program Assistant

Reports To: Director of Programs & Services

Hours: Full Time 40 HRS Non-Exempt Hourly Position

Company Overview

BIA-MA provides Support & Resources to brain injury survivors and their families; Prevention Programs to educate the public on the impact of brain injuries; Education & Training for brain injury survivors, caregivers, and professionals; and Legislative Advocacy for improved community services and safety laws.

Position Overview

BIA-MA is seeking a dedicated individual who takes initiative and is effective in communicating with Probation Officers, Court Related Professionals, Program Attendees, others, and all BIA-MA team members. The ideal candidate should be bilingual and have an understanding of court mandated programs as well as possess nonprofit customer service skills. The ability to thrive in a fast-paced, organized, task orientated environment independently and as part of a team. Effective time management, strong written skills and excellent verbal communication is a must.

Responsibilities:

- Maintains data entry requirements by following BIA-MA Brains at Risk (BAR) policy and procedures.
- General clerical duties to include entering referrals, contact information, notes, assignments, and any other related tasks within the company database.
- Responds timely to email and telephone requests/inquiries.
- Communication with program attendees, probation officers, court related professionals and others through email, telephone calls, and automated texts.
- Provide support for virtual programming via Zoom.
- Follow-up BAR program work to include reconciliation of program attendance lists, generation, and communication of Certificate of Completions &/or Failure to Appear documents.
- Effectively communicates any program variations, concerns or pertinent information with the program manager and director.

- Maintains confidentiality of program data and keeps information confidential.
- Assists with other agency wide projects, as determined by BIA-MA's leadership team.
- Participate fully as a BIA-MA staff member at the annual conference, regional workshops, trainings, staff meetings and events as required.
- Continue to expand personal knowledge of brain injury.

Requirements and Skills:

- Bachelor's degree preferred, Associates degree along with 4 years related experience considered.
- Bilingual preferred (Spanish-English)
- Excellent computer skills, including internet proficiency (Experience with Microsoft Office and virtual platforms)
- Experience in office equipment including telephone, computer, fax, and copier/scanner.
- Excellent verbal, written, and communication skills relevant to working with diverse populations
- Strong interpersonal skills
- Ability to operate as part of a multidisciplinary team
- Knowledge of brain injury and experience in the field a plus
- Experience working with persons with disabilities, families, and professionals preferred
- Safe driving record and availability of personal car for travel throughout Massachusetts, as needed
- Must pass CORI check

Disclaimer:

The above statements are intended to describe the general nature and level of work being performed by the person assigned to this position. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of the person. The person may be required to perform duties outside of their normal responsibilities from time to time, as needed.