

JOB DESCRIPTION

TITLE: Southeast Information and Resources Administrative Assistant

REPORTS TO: Southeastern Regional Manager

HOURS: 40 Hours/WK Hourly Position

Requirements and Skills

HS Diploma, BA or BS degree preferred
Experience working with persons with disabilities, families and professionals
Familiarity with Massachusetts Human Service network a plus
Ability to make decisions and problem solve independently
Demonstrates strong initiative
Excellent verbal and written, and communication skills relevant to working with diverse populations
Solid ability to research resources
Strong organizational and interpersonal skills
Excellent computer skills, including internet proficiency (Experience with full Microsoft Office suite)
Ability to work independently and/or with others to manage multiple tasks with minimal supervision
Ability to operate as part of a multidisciplinary team
Knowledge of brain injury and experience in the field a plus
Safe driving record and availability of personal car for travel throughout Massachusetts, as needed

Responsibilities

Serve as the primary office greeter, and receptionist
Research, update and document brain injury resources
Provide telephone, in person, and/or e-mail follow up with survivors, caregivers and professionals, as needed
Respond to communications via email and telephone
Assemble Information & Resource packets with individualized materials and prepare mailings
Visit community organizations, schools, and medical/rehabilitation facilities to promote the organization
Assist in the development, storage, and dissemination of resources in the region
Data entry into Quickbase
Assistance with newsletter assembly
Co-facilitate support groups, act as liaison to members and leaders to plan and organize all aspects of activities
Outreach to various conferences, health fairs, and professional settings
Attend educational conferences and workshops
Disseminate requested information through e-mails and mailings
Follow up with new contacts to ensure their needs are met
Strategize methods to increase public awareness of the Brain Injury Association of Massachusetts and improve understanding of brain injury
Attend and provide presentations at meetings, workshops, trainings, support groups and civic gatherings, as directed
Assist with the development, facilitation and reporting of support groups and social/recreational programs
Participate in BIAMA company activities as needed

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.

03/2017