

NONNIE HOOD PARENT RESOURCE CENTER, INC.

SUPPORT STAFF

POSITION DESCRIPTION

STATUS:	Non-exempt, Part time
TERMS OF EMPLOYMENT:	Less than 30 hours/week
SUPERVISOR:	Center Manager
SUPERVISES:	No supervisory responsibility
ORIENTATION & TRAINING:	Three (3) months
LOCATION:	Nonnie Hood Parent Resource Center (300 Civic Center Plaza, Corning NY), alternative locations, and virtual settings

GENERAL RESPONSIBILITIES:

Supports PRC programming for children and/or adults, and general operations as needed. Contributes to the mission of helping families with young children play, learn, and connect with others in a welcoming and encouraging environment.

STANDARD DUTIES:

1. Performs all duties in accordance with established PRC policies and protocols and safety procedures
2. Practices a customer-oriented approach in carrying out all job responsibilities
3. Demonstrates an understanding of and commitment to PRC core mission, vision and values and practices these in relation to internal and external customers
4. Adheres to PRC confidentiality standards
5. Keeps updated in job-related field of study and continues training as required/appropriate: Willingness to expand job-related knowledge/skills
6. Possesses basic computer proficiency skills
7. Demonstrates responsibility and maintenance of assigned agency technology
8. Establishes and maintains effective working relationships with other staff, volunteers, Board members, donors, clients, vendors, service providers and community members: Promotes teamwork
9. Establishes priorities of multiple tasks and meets deadlines in a timely fashion: Organization, thoroughness and attention to detail
10. Exhibits excellent verbal and active listening communication skills
11. Works both independently with initiative and minimal supervision as well as cooperatively within a group; able to open and close the center alone when necessary.
12. Available to work frequent evenings and weekends as assigned.
13. Demonstrates respectful and non-judgmental treatment of all regardless of age, race, class, gender, sexual orientation, religion, ethnicity, national origin or ability

SPECIFIC RESPONSIBILITIES:

1. Maintains cleanliness and maintenance of the Center or other program/activity location as appropriate. This may include cleaning duties and meeting physical demands such as but may not be limited to lifting and/or moving 20 pounds or more, standing, walking, using hands, reaching with hands and arms, stooping, kneeling, and crouching.
2. Welcomes and engages all clients, as well as registering and orienting new families.
3. Acts as a primary resource to Center Manager in all matters regarding the organization, planning, organizing, and carrying out assignments/tasks as assigned in a consistently, quality manner.
4. Acts as a secondary resource to other members of the staff, as appropriate to collaborative work or as required by Center Manager or Executive Director.
5. Assignment/tasks may include but may not be limited to the following areas:
 - a. Programming: helping develop/implement programming, including general programming, parent education, and short-term childcare (including supervised visitation) or any other program or activity; providing resources and information to families as needed
 - b. Administrative: helping maintain accurate records, data entry and reporting
 - c. Community support: helping with fundraising, volunteer, community partner activities
6. Initiates, interacts and models developmentally appropriate activities and best practices to families
7. Cooperates with quality assurance measures such as audits and observation
8. Functions as a strong participant in team building efforts and leads by example; willing to serve as shift leader when needed
9. Attends staff meetings and training sessions as appropriate
10. Supports volunteers, including assistance with volunteer training as needed

Qualifications

Education/Experience

- High school diploma, GED or higher
- Relevant work experience
- Must be able to pass a background check
- NY State Mandated Reporter certification required at start of employment; other relevant professional training/certification preferred at time of hire but may be acquired after
- Understanding and support of the PRC's mission, vision and services

Key Skills

- Ability to work well with people, including adults, children and community partners
- Ability to promote learning through play and a welcoming social environment