

POSITION GUIDE

Position Title:	Program Assistant: School-Based Partial Hospitalization and Sensory Impaired	Code:	
Department:	ECSES	Group:	NISUP, ESPA Eligible, Non-exempt, Zone 14
Reports to:	Program Supervisor	Date:	June 2026

PURPOSE OF POSITION:

Responsible for performing all necessary clerical and administrative tasks for the program Supervisor and support team members for the School-Based Partial Hospitalization and Sensory Impaired Programs.

ESSENTIAL FUNCTIONS:

All job functions are to be executed through the lens of high-quality customer service. Customers are defined as both internal and external clients. Examples demonstrative of high-quality customer service may include, but are not limited to, the following:

- ***Prompt responsiveness to inquiries***
 - ***Professional and courteous verbal and nonverbal communication***
 - ***Proactive problem solving***
 - ***Embody the IU13 Keys to Culture***
1. Supports building security by actively monitoring video camera feed. Monitor staff, parents, district, and agency employees' admittance into the building. Maintains visitor sign-in procedures and related documentation in accordance with established protocols, including ensuring completion of required acknowledgments and confidentiality agreements when appropriate. Uses good judgment to determine when the program supervisor or team members should be called to handle emergencies. Keeps the program supervisor informed of situations occurring in classrooms when the supervisor is out of the building
 2. Accurately tracks and logs all information received on students and staff into the appropriate databases and compiles customized reports upon request. Compiles and distributes accurate monthly reports within established timeframes. Monitors and tracks student suspension days throughout the school year and prepares and distributes required parent notifications in a timely and accurate manner
 3. Completes the breakfast/lunch daily order and weekly bulk order. Submits the meal order to the food vendor. Sets up and tears down breakfast in the PHP cafeteria, receives the lunch delivery from the food vendor, and maintains cafeteria supplies. Maintains required food safety training certification in accordance with applicable regulations and organizational requirements.
 4. Processes Purchase Orders for Program Supervisor, teachers, and support staff, and follows up with vendors and Business Services regarding issues associated with purchase orders. Monitors supervisor's allocated budgets and maintains accurate account information for student activities/mini business accounts. Processes purchase card applications through the Business Services Office. Enters purchase card receipts in BMO.

This is not a complete itemization of all facets of this position.

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5. Prepares Board Check Vouchers and Quick Check Vouchers for payment on services rendered to the programs in an accurate and timely manner through the use of Business Plus (IFAS).
6. Performs a variety of administrative duties to support program operations, including screening telephone calls for the supervisor, responding to routine inquiries from districts, parents, and agencies, and coordinating schedules, meetings, and room reservations on behalf of the supervisor and team members. Prepares and distributes parent communications at the beginning of the school year and as needed, and creates, organizes, and coordinates materials for meetings and special events.
7. Processes electronic incident reports by ensuring all required information is complete and accurate, including verifying details with staff, obtaining necessary approvals, maintaining and updating tracking systems, preparing and distributing required notifications, and routing documentation to appropriate internal and external stakeholders in a timely manner.
8. Coordinates and confirms requests for interpreter services with internal staff and external providers. Responsibilities include scheduling, processing related documentation, and supporting billing and contractual arrangements in accordance with established procedures.
9. Processes various internal agreements and documentation in accordance with established procedures. Prepares and distributes parent communications at the beginning of the school year and throughout the year as needed. Assists the supervisor with grant-related activities and program support.
10. Maintains tracking and ticketing systems to support operational needs, including managing service requests, monitoring equipment and technology-related issues, and coordinating scheduling and logistical entries, including field trips, in designated systems and calendars.
11. Monitors the absence management system and assists the supervisor in promptly arranging proper class coverage when teachers and paraprofessionals are absent. Assists the supervisor in the administration and processing of electronic timesheets for Paraeducators and Personal Care Assistants.
12. Maintains up-to-date technical skills to include, but not limited to, OnBase, SharePoint, MFP's, BusinessPlus, Frontline products, PowerSchool, IEP Writing Software, Microsoft Office Suite, and Google Apps as required for the position.
13. Adheres to the established work schedule through regular and consistent attendance.
14. Proactively works as a team member to solve/assist with problems, issues, and opportunities, and performs other duties as assigned.
15. Follows all federal, state, and local laws/ requirements pertaining to privacy practices, including but not limited to FERPA and HIPAA. In addition, knows, observes and adheres to all LLIU policies and procedures.

MARGINAL FUNCTIONS:

Marginal Function will vary with the specified assignment and depend on the particular unit function for which the person is responsible.

KNOWLEDGE & SKILL REQUIREMENTS:

High school diploma or GED and a minimum of 2 years of relevant experience.

Excellent organization, interpersonal communication, and time management skills required. The ability to work with minimal supervision in a fast-paced environment and handle highly confidential information appropriately and with tact and diplomacy.

This is not a complete itemization of all facets of this position.

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SUPERVISION OF PERSONNEL:

N/A

PHYSICAL/MENTAL/ENVIRONMENT:

Physical Demands:

Activities: Sit: 80%
Walk/stand: 20%

Lifting: Lifting of light boxes and office material

Vision: Constant viewing/use of computer screen

Mental Demands: Interpret, analyze, and problem solve

Environment: Normal office and school environment

I have reviewed the essential functions, knowledge and skill requirements, and physical/mental environmental demands of this position. By my signature below, I am verifying that I am able to fulfill all essential functions, requirements and demands of the position as stated with or without reasonable accommodations.

Print Name

Signature

Date

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