



Job Title: Program Assistant
Program/Dept.: Training for Communities Impacted
Classification: Temporary, Part-Time, Non-Exempt
Salary Range: \$20.00
Reports to: Program Manager
Location: 4879 E. Kings Canyon Road, Fresno, CA 93727
Date: 2/28/2024

1. AGENCY

The Fresno Center (TFC) is a non-profit organization that was established in the past 30+ years, serving the community of Fresno County. TFC offers 20 different support services that include mental health, wellness, and healing, from immigration to education advocacy to clinical behavioral services to holistic wellness services. TFC is the one-stop shop that promotes cross-cultural understanding and cultural preservation. Eight of our 20+ programs focus on mental health services (Horticultural Therapeutic Community Centers Program, Living Well Center, Holistic Wellness Program, California Reducing Disparity Project, Central Valley Regional Center Latino and Southeast Asian Navigator Program, and Kaiser Community Benefits Program). Our motto is to “Inspire, Empower, and Cultivate”. Our commitment is to equip staff with the best training and practices to develop and maintain client loyalty and be the employer of choice in the Central Valley.

The Fresno Center’s Mission Statement: To assist individuals in becoming self-sufficient, self-fulfilled and productive members of the community while fostering cultural preservation and promoting cross cultural understanding.

The Fresno Center’s Vision: The Fresno Center will be a champion for positive change through empowerment, education, and collaboration.

2. THE PROGRAM

California Department of Social Services (CDSS) for FY 23-25 Stop the Hate Program to provide prevention and intervention on services such as:

Prevention Services: including arts-based and other cultural work, youth development, working across racial groups and other impacted populations, outreach, training, coordination and liaising with local government and other institutional partners.

Interventional Services: including outreach and training on the elements of hate incidents and hate crimes, services for survivors, and the rights of survivors; community-centered alternative approaches to repair harm from the hate incidents and hate crimes; and coordination and liaising with local government and other institutional partners.

The position is contingent upon continued funding. The Fresno Center will not be responsible in any manner for terminations which are due to the defunding of Federal or State Contracts/Grants. The Fresno Center is at-will and may be terminated by you or the company at any time regardless of the end date of the Federal or State Contracts/Grants.

3. POSITION SUMMARY

Program Assistant (PA) will be bilingual and bicultural and have experience providing support, prevention, and intervention services to the Asian American population. PA will assist and coordinate outreach to provide support, prevention, and intervention services and capacity from start to finish and help the Program Manager to implement all program services and activities.

4. JOB DUTIES & RESPONSIBILITIES

- 4.1. Help the Program Manager to implement all program services and activities.
- 4.2. Assist and manage the program to provide support, prevention, and intervention services from start to finish.
- 4.3. Assists with developing educational curricula about the elements of hate incidents and hate crimes, services for survivors, and the rights of survivors.



- 4.4. Recruits and oversee youth advocacy members.
- 4.5. Submit an updated work plan including Quarterly deliverables to Program Manager.
- 4.6. Working across racial groups and other impacted populations to strengthen alliances and promote understanding.
- 4.7. Provides outreach and education includes the dissemination of information via in-person, on-line, telephone, or text
- 4.8. communication that may include information about the elements of hate incidents and hate crimes, services for survivors, and the rights of survivors.
- 4.9. Serve as the point of contact for training and outreach activities including scheduling events.
- 4.10. Support the training and outreach program's database maintenance and reporting requirements including monthly reports.
- 4.11. Assist with conferences, seminars, trainings, and other special projects and events as assigned.
- 4.12. Develop and maintain relationships with all Community Based Organizations affiliated with The Fresno Center.
- 4.13. Represents The Fresno Center by attending community events.
- 4.14. Other duties as assigned.

5. MINIMUM QUALIFICATIONS:

- 5.1 Bilingual preferred
- 5.2 Fluent in a Southeast Asian Language
- 5.3 Must have transportation and a valid California Driver's License
- 5.4 Clean DMV record and valid vehicle insurance
- 5.5 Must pass background check/LiveScan and Drug Test
- 5.6 Commitment to the mission and values of the agency
- 5.7 Committed to community building and development.

6. COMPETENCY:

- 6.1. Ability to facilitate workshops and training.
- 6.2. Knowledge of communication platforms such as Zoom, Webex, Teams etc.

7. PERSONAL QUALITIES

- 7.1. Accountable
- 7.2. Diligent and organized.
- 7.3. Ethical and loyal
- 7.4. Punctual
- 7.5. Flexible
- 7.6. Problem-solver
- 7.7. Honest
- 7.8. Innovate
- 7.9. Initiative
- 7.10. Humility



8. WORK ENVIRONMENT:

- 8.1. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.
- 8.2. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

9. TYPICAL WORKING CONDITIONS:

- 9.1. The office setting is a normal environment.
- 9.2. Occasionally work during early morning, evening, or weekend.
- 9.3. May be subject to temperature variances in the office.
- 9.4. The noise level in the work environment is usually moderate but may become excessively loud with the increased patient flow during a busy day.

10. TYPICAL PHYSICAL DEMANDS.

- 10.1. Requires sitting, standing, or walking for up to eight hours a day.
- 10.2. Some bending, stretching, or reaching may be necessary.
- 10.3. Lifting to 40 pounds may be required on occasion.
- 10.4. Vision must be correctable to 20/20
- 10.5. Hearing must be in the normal range for telephone contact.

11. POSITION TYPE AND EXPECTED HOURS OF WORK:

- 11.1. Part-time, (30 hours) typical work hours are between 8:00 am to 5:00 pm, Monday to Friday
- 11.2. Evenings and weekends as needed.

12. TRAVEL:

- 12.1. Travel time is expected for the position. Travel time includes travel to meetings, off-site training, or between job sites, as needed, locally.
- 12.2. Individuals may also be expected to use their own vehicle to travel with mileage reimbursement.
- 12.3. A company car may be used when transporting a client to and from his or her placement, or field activities.

13. REQUIRED EDUCATION AND EXPERIENCE:

- 13.1. Minimum of AA/AS
- 13.2. Experienced working with the Southeast Asian community in the area of advocacy, education, and social services
- 13.3. Experienced working with community agencies and organization
- 13.4. Experienced providing support, prevention, and intervention services to Asian American population.
- 13.5. Experienced in facilitating workshops and training.

14. PREFERRED EDUCATION AND EXPERIENCE:

- 14.1. Experience working with Asian American Pacific Islander (AAPI) community.

15. BENEFITS:

- 15.1. Medical, vision, and dental coverage.
- 15.2. Life insurance coverage at annual salary.
- 15.3. Sick leave, per personnel policy.
- 15.4. 401k retirement plan, after completion of 90 days of employment; potential 3% match.
- 15.5. Vacation, per personnel policy.
- 15.6. Holidays per personnel policy.

16. Affirmative action plan/Equal employment opportunity (AAP/EEO):

It is the policy of The Fresno Center to provide equal employment opportunities without regard to race, color, religion, sex, national origin, age, disability, marital status, veteran status, sexual orientation, genetic information or any other protected characteristic under applicable law. This policy relates to all phases of employment, including, but not limited to, recruiting, employment, placement, promotion, transfer, demotion, reduction of workforce and termination, rates of pay or other forms of



compensation, selection for training, the use of all facilities, and participation in all company-sponsored employee activities. Provisions in applicable laws providing for bona fide occupational qualifications, business necessity or age limitations will be adhered to by the company where appropriate.

As part of the company's equal employment opportunity policy, The Fresno Center will also take affirmative action as called for by applicable laws and Executive Orders to ensure that minority group individuals, females, disabled veterans, recently separated veterans, other protected veterans, Armed Forces service medal veterans, and qualified disabled persons are introduced into our workforce and considered for promotional opportunities.