



## Administration and Data Specialist - Job Description Family Voices Colorado

### Mission

Family Voices Colorado is a 501c3 non-for-profit which strives to make Colorado a better place for children with special health care needs.

- Family Voices CO provides public awareness of the challenges and barriers of children and youth with special health care needs and their families
- Family Voices CO works to improve health equity, access and quality of care for children and youth with special health care needs, through: Policy Work, Education/Training, and Collaboration
- Family Voices CO assists vulnerable families in Colorado to navigate today's healthcare and service systems, understanding their rights and services available to them

### Position Description

\$19-22 hourly rate commensurate with experience. 3/4 time position, 30 hrs/wk.

The Administrative Assistant, a part-time position in the Denver Metro area, will work to provide administrative support to the executive staff and family navigators in order to support their efforts to assist families with children and youth with special healthcare needs within Colorado. The Executive Team and Administrative Assistant will meet at least weekly. Position is primarily virtual but attendance at events, in office and at meetings in the Denver Metro area will be required. The Administrative Assistant reports directly to the Executive Director.

### Primary Responsibilities

The Administrative Assistant will work with the FVCO team to support staff in their efforts to support children and youth with special healthcare needs.

Duties will include:

- Answer and triage phone calls and responds to email and website inquiries
- Completes intakes for new contacts via phone and email, enters information into database, and tasks family navigators to follow-up with clients
- Attends virtual meetings to take minutes and manage technology needs
- Manages staff calendars and shared drive
- Distributes surveys and collates results to create reports
- Enters information into database system and creates reports for grants and other reporting needs
- Formats and creates shareable documents such as agendas, resource sheets, spreadsheets, etc. using Microsoft Office Suite , Google Docs, and Canva
- Creates and distributes newsletters and press releases
- Manages social media profiles, posts content, and updates website
- Assists accountant by providing documents upon request
- Maintains office space and presence at Colorado Health Capitol
- Maintains up to date information for resources and contact lists
- Orders print materials and mails materials as needed

- Distributes FVCO brochures and information to partner organizations
- Maintains inventory of resources and resource fair supplies by checking stock to determine inventory level, anticipating needed supplies, placing and expediting orders for supplies
- Maintains HIPAA compliance
- Exhibits polite and professional communication via phone, video calls, e-mail, and mail
- Contributes to team effort by accomplishing related results as needed

### **Qualifications**

- Excellent communications and interpersonal skills
- Experience working with diverse populations
- Ability to execute tasks independently
- Excellent organizational skills
- Strong writing skills
- Compassionate
- Highly computer literate

### **Preferred but not required**

- 3 years administrative experience
- Experience with grant writing/reporting
- Bilingual (English and Spanish)
- Parent or sibling of a child, youth, or adult with special health care needs, will be given preference
- Knowledge of the Health Insurance Privacy and Accountability Act (HIPAA)-related policies and procedures
- Experience with database systems such as Vertical Change and Salesforce
- Website design and/or business social media experience

### **Equal Employment Opportunity**

Family Voices Colorado (FVCO) is an equal employment opportunity employer that actively seeks to encourage diversity in our workplace and works to promote equity in health care. FVCO does not discriminate against employees or job applicants on the basis of race, color, religion, creed, national origin, ancestry, sex, pregnancy, age, gender, gender identity, gender expression, ancestry, marital status, sexual orientation, physical or mental disability, military status, genetic information, marriage to a co-worker, or any other status or condition protected by applicable federal, state or local law.

For further information about FVCO, please visit our website at <https://familyvoicesco.org/>.

### **To Apply**

Email a resume and cover letter to [christy@familyvoicesco.org](mailto:christy@familyvoicesco.org). Please include "Administration and Data Specialist Application" in the subject line.