



**JOB DESCRIPTION:** Program Assistant  
**STATUS:** Non-Exempt  
**SUPERVISOR:** Associate Director  
**SALARY RANGE:** \$9.00 - \$13.00/hr  
**LOCATION:** Missouri City, TX and/or Rosenberg, TX

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Fort Bend Family Promise (FBFP) provides opportunities for families in our diverse community to achieve self-sufficiency by offering community-based programs designed to break the cycle of homelessness and independence.

FBFP believes that each employee makes a significant contribution to our success and that the contribution should not be limited by the assigned responsibilities. Therefore, the position description is designed to outline primary duties, qualifications and job scope, but not limited to the incumbent nor the organization to just the work identified. It is our expectation that each employee will offer his/her services whenever/wherever necessary to ensure the success of our endeavors.

### ESSENTIAL FUNCTIONS

The Program Assistant in conjunction with the case management team (housing navigator, associate director, executive director and other program staff) links guest families with essential program resources/services by assisting guests in goal setting, problem solving, housing searches, and completes related data collection and reporting. This position's hours will vary; some evening and weekend hours are required.

### Social Services:

- Intakes – Perform intake on prospective families, with Executive Director/Program Staff.
- Complete drug/alcohol screens on prospective new clients after intake interview.
- Professional case management services to families in program.
- Meet with each family on a regular basis, once a week would be preferred, to track progress.
- Assess their needs and work up a plan of action.
- Determine what social services, I & R client needs and help direct them to the proper agency in Fort Bend County (or Houston if needed).
- Impress upon the Family Guest the importance of policies and procedures of Family Promise.
- Document Family Guest activity/incidences and keep files up-to-date.
- Meet regularly with the Executive Director and keep director up to date on Family Guest progress.
- Teach Family Guest how to track their bills and how to pay on time.
- Provide Family Guest with parenting skills information, per the booklet.
- Direct clients to open a savings account and checking account. Go over procedure on how to keep track of their funds.
- Set up transportation needs of Family Guest and donations as needed.
- Issue chore lists each week for duties Family Guest need to do at family center.
- Issue warnings to Family Guest, as needed, if not in compliance with Family Promise rules.
- Always keep information regarding Family Guest confidential.
- Assist Family Guest with other needs, training, etc. as needed.
- Complete exit interview when Family Guest ready to leave program.

**EAST CAMPUS**  
4645 Cartwright Rd  
Missouri City, Texas 77459  
281.403.3923

**WEST CAMPUS**  
1002 Wilson Drive  
Rosenberg, TX 77471  
832.847.4734

[FortBendFamilyPromise.org](http://FortBendFamilyPromise.org)



### **Administrative**

- Assist program staff with intakes and family progress / tracking
- Assist with clerical duties such as typing, mail-outs, newsletter, and record keeping.
- Research grants that would benefit our agency as needed.
- Enter Initial Contacts and volunteer application/hours information in computer, as needed.
- Be available to be in office so Executive Director/Program Staff can attend meetings, etc.
- Answer phones, greet visitors and accept donations.
- Help dispense items from the locked pantry to guests, as needed, (such as toiletries, etc.).
- Take initial contact phone calls to determine if intake a possibility.
- Refer callers to other agencies or services if they do not fit Family Promise criteria.
- Stay at Family Center until Family Guest leave in the evenings, or until van driver arrives, around 7pm.
- Before leaving, be sure all equipment is off and unplugged, lights turned off, appliances unplugged, etc.
- From time-to-time, house-cleaning chores may be required such as cleaning closets, cupboards, refrigerator, toilets, sweeping, dusting, etc. to keep center clean and neat.
- Other duties, as needed. Whatever needs to be done, we do, as needed.

Email Resume to: **VLJohnson.FBFamilyPromise@gmail.com** or mail to:

Fort Bend Family Promise  
c/o Vera L. Johnson, Executive Director  
4645 Cartwright Road  
Missouri City, Texas 77459

Website: [www.FortBendFamilyPromise.org](http://www.FortBendFamilyPromise.org)      *No Phone Calls Please*

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