

HUMBOLDT SENIOR RESOURCE CENTER

Job Description

JOB TITLE: Program Assistant
DEPARTMENT: Multipurpose Senior Services Program (MSSP)
REPORTS TO: Director of Social Services
FLSA STATUS: Non-Exempt/Hourly
APPROVED: August 2020

JOB SUMMARY: Supports and assists program in developing linkages to community services, assuring service delivery, and monitoring satisfaction of arranged services.

ESSENTIAL DUTIES & RESPONSIBILITIES:

1. May be asked to assist Care Managers with conducting the initial intake/screening of applicants and/or to complete the intake and application process.
2. Assists Care Managers with implementing a participant's Care Plan, including obtaining participant's signature on their Care Plan, completing monthly care management contacts, and conducting quarterly home visits as requested by Care Managers.
3. Purchases and delivers supplies and equipment to participants in their homes as directed by Care Managers, reporting back to Care Managers in a timely manner.
4. Alerts Care Managers when participant's condition changes and additional services are required.
5. Maintains current documentation as required by program guidelines. Works closely with MSSP team members to track billing for purchased items.
4. Provides information and assistance to participants as needed, including advocacy and service coordination with community resources such as assisting with filling out entitlements forms. Follows-up on information and assistance as requested by participants and/or Care Managers.
5. Remains informed on current community resources/services and reports changes and/or updates to Care Managers.
6. Maintains small inventory of participant supplies.
7. Participates in all MSSP employee meetings and weekly Care Planning as available.
8. Supports and assists program Administrative Assistant with various administrative and tasks including but not limited to, filing, client satisfaction surveys, mailings, and program audits.
9. Participates in the process of teaching, training, and mentoring student interns and volunteers working within the program area.
10. Other duties as assigned.

EDUCATION &/or EXPERIENCE:

1. High school diploma or GED equivalent required. Additional education preferred.
2. Must have at least two (2) years of experience in a human services discipline, preferably working with an elderly or frail population.

LICENSES OR CERTIFICATES:

1. Valid California Driver's License, good driving record, and personal auto liability insurance required. Must have a personal vehicle in good driving/operating condition, insured for State minimum liability requirements, and that can be used for the applicable job functions noted above.

PRE-SCREENING REQUIREMENTS:

1. Requires clearance of a DOJ and FBI criminal history background check, pre-employment physical, and PPD skin test.

JOB SKILLS:

1. Possess general care management knowledge and skills necessary to facilitate and coordinate services.
2. Ability and interest to work with the frail, elderly, and disabled adults to enhance and encourage their independence.
3. Ability to function effectively within a multi-service, community-based nonprofit agency.
4. Ability to comply with program requirements and applicable government regulations.
5. Sound verbal and written communication skills to convey information effectively. Ability to communicate effectively and openly with other team members on participant's status and needs.
6. Excellent interpersonal skills that result in maintaining a positive attitude, team-building and contribute to effective work relationships.
7. Ability to use good judgment, resourcefulness, flexibility, and problem-solving skills.
8. Ability to work independently and effectively within diverse teams.
9. Possess strong administrative and organizational skills.
10. Ability to prioritize and complete duties within an agreed upon time frame, adjust personal schedule as required, and adapt appropriately to changes in priorities and workload.
11. Ability to incorporate an understanding of detailed requirements in work activities.
12. Ability to develop and implement action plans.
13. Ability to collect and analyze data.
14. Ability to coordinate, advocate, and cooperate with other agencies for seniors with tact and diplomacy.
15. Proficiency in Microsoft Office, including Word, Excel, PowerPoint, Outlook, and relevant computer programs and software (e.g. electronic health record software, email, internet).

SUPERVISORY REQUIREMENTS:

1. This position has no Supervisory requirements.

PHYSICAL REQUIREMENTS:

1. Physical abilities sufficient to move between different staff work areas, communicate with co-workers and the public, operate a computer, produce reports, talk on the telephone, and travel to other agency worksites.

ANALYSIS OF PHYSICAL DEMANDS:

Key (Based on typical week): **N**=Never; **R**=Rarely (Less than 1 hour per week); **O**=Occasional (1%-33% of time); **F**=Frequent (34%-66% of time); **C**=Constant (over 66% of time)

Activity						Activity					
Frequency						Frequency					
	N	R	O	F	C		N	R	O	F	C
Lifting/Carrying						Twisting/Turning					
Under 10 lbs.				X		Reach over shoulder		X			
11-20 lbs.			X			Reach over head			X		
21-50 lbs.		X				Reach outward				X	
51-100 lbs.	X					Climb		X			
Over 100 lbs.	X					Crawl	X				
						Kneel		X			
Pushing/Pulling						Squat		X			
Under 10 lbs.				X		Sit				X	
11-20 lbs.				X		Walk-Normal Surfaces				X	
21-50 lbs.			X			Walk-Uneven Surfaces				X	
51-100 lbs.			X			Walk-Slippery Surfaces		X			
Over 100 lbs.	X					Stand				X	
Other						Driving					
Keyboard/Ten Key				X		Automatic Trans				X	
Fingering (Fine dexterity)				X		Standard Trans				X	
Handling (grasping, holding)				X							
Repetitive Motion-Hands		X									
Repetitive Motion-Feet				X							

The above statements are intended to describe the general nature of work performed. They are not to be considered an exhaustive list of all job tasks performed. The agency reserves the right to change job descriptions, work hours or work sites as required by the program.

The Humboldt Senior Resource Center is a private, non-profit, multi-purpose senior center providing a continuum of social and health related services. The agency currently holds contracts with the California Department of Aging and Area One Agency on Aging.

The Humboldt Senior Resource Center is an equal opportunity employer. We will not unlawfully discriminate against qualified applicants or employees with respect to any terms or conditions of employment based on race, color, national origin, ancestry, sex, sexual orientation, age, religion, physical or mental disability, medical condition, pregnancy, breastfeeding, gender identity, marital status, citizenship status, military or veteran status, genetic information, or other basis protected by applicable Federal or State law.

Employee Signature

Date