

---

## Program Assistant – Community Services

### Job Description PROGRAMS

Jewish Emergency Financial Assistance (JEFA), HoME Medical Equipment for low-income individuals, and Older Adult & Adult with Disability Services

### POSITION SUMMARY

Reporting to the Program Manager, the assistant shall provide support in an administrative capacity to benefit the JEFA and HoME programs and Older Adult & Adults with Disabilities Services Primarily Fiduciary, Select care and TAP.

### ESSENTIAL RESPONSIBILITIES

#### *HoME/JEFA Intake process:*

- Receive phone calls from those seeking JEFA/HoME services and complete initial Intake Form for review with Program Manager
- Meet with Program Manager as needed to review calls, client status, and exchange updates and plan action steps
- Conduct follow intake up calls within 24/48 hours, as needed and directed by Program
- Document client calls in detail into electronic medical records
- Discuss results from follow up calls with Program Manager
- Schedule and conduct interviews of clients as directed by Program Manager
- Assist with implementation of service plan designed to meet the needs of qualified clients
- Communicate with client and their family, as needed and report updates to Program Manager, as needed.
- Conduct follow-up interview calls/surveys to ensure that needs have been satisfactorily met and identify if additional needs exist
- Review client files with Program Manager and place equipment orders for HoME after directed by Program Manager

#### *Other duties:*

- Assist Program Manager with the coordination and facilitation of Jewish Holiday programs and projects (Mitzvah Magic, Matzah and More, Kosher Turkey)
- Assist Program Manager with Indigent Burials requests as assigned by Program Manager
- Maintain case records according to agency policies and contract requirements- Save each new addition to call list and all shared program files every 30 minutes on the JFCS drive.
- Make all client files, client databases and all forms of data readily available for Program Manager to review at any time
- Place supply/equipment orders for HoME program, as directed by Program
- Follow up with medical equipment provider to verify that equipment was timely delivered to client.
- Maintains working relationships with community agencies, the state, local and Jewish community agencies to promote client needs
- Assist Program Manager, as directed, to facilitate community outreach efforts
- Continuously source and evaluate effectiveness of services, providers, and community Create and maintain an ongoing list for both HoME and JEFA, and review monthly with Program Manager.
- Performs other duties as assigned by the Program Manager
- Understand and accept philosophy of agency

## **ESSENTIAL RESPONSIBILITIES**

*Older Adult & Adults with Disability Services responsibilities:*

In an administrative capacity primarily assist in the service areas of Fiduciary services, Select Care and trusted Advisory Project.

- Review, record and distribute incoming mail to Fiduciary Services and other Community Services as assigned. Note all incoming mail as assigned.
- Scan, report and enter mail and other documents into Credible using naming/labeling protocol of the department
- Under direction of the Program Manager make and maintain client files
- Scan all relevant documents (mail and documents brought in from client meetings) into electronic medical records . File all documents as assigned
- Keep Client Info up to date on Credible (changes in addresses, phone numbers, etc.)
- Assist with scheduling of clients and outside meetings as assigned by Program Manager
- Conduct follow-up interviews and/or surveys to ensure that needs have been satisfactorily met and identify if additional needs exist
- Performs other duties as assigned by Program Manager
- Support other Community Services programs and general administrative tasks on an as-needed basis as directed by Program Manager(s) and/or VP of Community Services

## **WORK HOURS, SCHEDULE & FLEXIBILITY**

This position is for regular business hours weekdays. Some flexibility in scheduling exists, as long as Agency needs are being adequately addressed.

## **COMMUNICATION AND INTERFACE**

- Engage in respectful and ongoing communication and problem solving with Program Manager, Vice President of Community Services, supervisory staff, clients, JFCS staff, Board Members, Community Resource partners and referrals, partners, volunteers, visitors and all others
- Act as a positive and professional ambassador for the Agency both internally and in the greater community
- Excellent written and oral communication skill

## **PROBLEM SOLVING AND JUDGEMENT**

- Follow established procedures while being creative and taking initiative
- Take all practical steps to ensure a work environment that is safe, friendly, helpful and free from harassment or
- Must be able to handle all facets of the business both standard and non-standard

## **REQUIREMENTS**

- High school diploma or equivalent
- Strong written, verbal, presentation and communication skills
- Positive attitude, proactive mentality, responsive, and strong work ethic
- Proficient/skilled in Microsoft Office Must have six months' experience in use of Word, Outlook, Excel, and specialized data bases (i.e.: Electronic Medical Records)
- Can perform the duties of the job in a stressful environment

- Knowledge of basic office equipment use including copy machine, scanner, computer, Must know how to copy and move files between computer drives, desktop, and computer applications.
- Must be literate in usage of computers, scanners, and printers
- Experience in customer service
- Knowledge of Credible a plus
- It will be very helpful if the incumbent was familiar or knowledgeable with the Jewish faith  
*Employee must perform approximately 80% of essential responsibilities to qualify for classification in this position. Reasonable accommodations will be made to enable an individual with disabilities to perform the essential responsibilities of the position.*

Jewish Family and Children's Services of Southern Arizona may need to revise or change the essential and supplemental responsibilities of the position as the need arises. This job description does not constitute a written or implied contract of employment. All positions at the agency are at-will and dependent upon funding.

Job Type: Full-time

---

## Application Questions

**You have requested that Indeed ask candidates the following questions:**

- How many years of Administrative experience do you have?
- How many years of Customer Service experience do you have?
- How many years of Microsoft Office experience do you have?
- What is the highest level of education you have completed?