

# **Crawford County Commission on Aging Job Description**

## **Title**

Program Assistant

## **General Description**

Provides assistance and support to the Assistant Director managing the In-Home Services programs.

## **Essential Duties**

Creates and accurately maintains all client files with required documentation and ongoing narrative of interactions with client, outside providers and client representatives.

Receives referrals for in-home services.

Provides back up performance of client assessments for all In-Home programs. Schedules appointments for Assistant Director.

Provides back up performance of Homemaker payroll and expense reporting.

Maintains client databases. Tracks reassessment dates. Tracks client statistics. Enters dates of death for all agency client and participants.

Provides monthly data entry for all units of in-home service provided including Home Delivered Meals.

Prepares monthly schedules for Homemakers.

Responsible for all Home Delivered Meal scheduling and notices.

Processes the Home Delivered Meal route sheets on each delivery day.

Responsible for all Home Delivered Meal and Medical Transportation volunteer scheduling and notices.

Manages the intake, distribution and inventory for the Medical Equipment Loan Closet. Cleans and repairs equipment donated.

Manages the intake and scheduling of medical transports.

Track and request prescription renewals for liquid diet clients.

### **Other Job Duties**

Maintains participant confidentiality only sharing information with appropriate COA staff on an as needed basis.

Keeps Assistant Director informed of client concerns as they arise.

Observes safety and security procedures for the protection of employees, participants and volunteers.

Participate in meetings and trainings as required.

Other duties as assigned by the Assistant Director.

**Supervisory Duties:** None.

**Supervision Received:** Supervision given by the Assistant Director.

### **Minimum Qualifications**

Any equivalent combination of education, training, or experience which demonstrates skills and abilities will be considered. However, the following is preferred:

#### **Experience and Training**

High school graduate or equivalent required. A minimum of two (2) years work experience working with older adults in a social service setting is preferred, but not required.

#### **Knowledge, Skills and Abilities**

Strong computer skills in various computer programs including e-mail, word processing and spreadsheets.

Ability to lift up to 25 pounds.

Knowledge of confidentiality rules regarding to the protection of older adult's personal information.

Ability to maintain good personal hygiene.

Ability to properly document in case files.

Mathematical ability, ability to prepare and understand statistical reports.

Strong interpersonal communication skills, including listening and positive feedback.

Able to respond to upset or disagreeable older adults in a calm, productive and professional manner.

Ability to understand and follow verbal and written instructions.

Ability to communicate effectively and appropriately both verbally and in writing.

Ability to work independently, organizing and structuring own work.

Ability to exercise initiative.

Strong innovation skills which include resourcefulness and creativity.

Ability to perform duties thoroughly and accurately. Looks for ways to improve quality and efficiency. Willingness to accept constructive criticism to improve performance.

Strong organizational and time management skills.

Commitment to a high standard of ethical behavior. Treats others with respect. Upholds organizational values of customer service, professionalism and positive attitude.

Problem solving ability; ability to use good judgment, courtesy and tact in interactions with others and in handling problems.

Ability to represent the agency in a professional, positive manner.

Maintains appropriate boundaries with clients, participants and volunteers.

Ability to interact and work in a team effort in service delivery.

Familiarity with the problems and issues confronting older adults and the disabled in the local community.

Ability to speak, write, read and understand English with proficiency.

### **Special Qualifications**

Possession of a current Michigan Driver's license and access to an insured, reliable, personal vehicle for use.

Ability to pass a Criminal History background review through the Michigan State Police.

This job description in no way states or implies that these are the only duties to be performed by an employee occupying this position. Employees are required to follow any other job related instructions and to perform any other job related duties requested by the Director or its designee.

Requirements are representative of minimum levels of knowledge, skills and abilities. To perform the job successfully, the employee will possess the abilities to perform each duty proficiently.