



EAST VALLEY ADULT RESOURCES

AmeriCorps Position Description Program Support Assistant

Job Title: Program Support Assistant

Service Location: 247 N. McDonald, Mesa, AZ 85201

Department: East Valley Adult Resources – Outreach and Social Services, and In-Home Support Program

Supervisor: Director, Social Services

Schedule: Average 18-20 hours per week, with specific schedule to be developed subject to needs of the program.

Service Commitment: Must complete 950 service hours

Service Term: September 1, 2019 to August 31, 2020

Agency Summary: East Valley Adult Resources (EVAR) has been dedicated to empowering and supporting older adults and their families to remain independent and engaged in our community since 1979. EVAR provides a full continuum of programs and services, with core programs that include: Center-Based Services at two Active Adult Centers (senior nutrition congregate meals, health and wellness support, education programs, and social activities); Meals on Wheels (daily hot, nutritious meal delivery and wellness checks for homebound older and disabled adults), In-Home Support (Assistance for Independent Living Volunteer Services matches isolated homebound older adults with volunteers for essential transportation, grocery shopping, friendly visits and related supports; Home Care provides non-medical respite, personal care, and homemaking services through trained home care aides); and Outreach / Social Services (assistance in navigating and accessing needed social services, benefits and health resources). The overarching intended outcome for older adult participants is to maintain independence, preserve dignity and enhance quality of life.

Job Description: Within the scope of the organization's mission and as part of the Outreach and Social Services and In-Home Support Program teams, this AmeriCorps Member is responsible for coordinating and facilitating direct services on behalf of program participants.

Essential duties/ responsibilities:

- Complete training to become knowledgeable about Outreach and Social Services, In-Home Support, and the full array of EVAR's programs and services.
- Respond to calls and walk-in inquiries for services from older adults and families. In keeping with guidelines for specific services, provide information, gather initial intake information, and/or schedule appointments. Immediately communicate with Director or team members regarding any client concerns.
- Provide direct and supportive services for Outreach and Social Services, including but not limited to: contact community groups as assigned to schedule presentations, provide reminder calls for Benefits Checkup® appointments, and provide support for monthly Community Food Share.
- Provide direct and supportive services for AIL Volunteer Services, including but not limited to: schedule volunteer services to meet client needs/requests, communicate with volunteers and clients, and respond to potential new client and volunteer inquiries.
- Provide direct and supportive services for Home Care, including but not limited to: respond to potential new client inquiries, respond to scheduling questions of existing clients, and assist in communicating with Home Care Aides.

- Maintain accurate records of client contacts and service reports in accordance with EVAR procedures.
- Assist with other program activities as needed and appropriately assigned, which may include but are not limited to: promote programs to recruit volunteers and new clients, represent EVAR at community health fairs, connect clients with other agency services, and support special activities / events for clients and volunteers.
- Ensure that EVAR's policies, standards and decisions are implemented and maintained in service provision.

Education/Experience/Qualifications:

- Experience working with older or disabled adults and sensitivity to their needs.
- Knowledge of community resources, general knowledge of safety and health issues of older adults.
- Effective interpersonal skills and ability to encourage teamwork. Multi-cultural sensitivity and ability to work with diverse community members.
- Strong organizational skills. Excellent customer service skills via telephone. Effective computer skills using Microsoft Word and Outlook platforms and ability to learn to use program-specific database.
- Ability to work independently and proactively with clients and volunteers.
- Flexibility to work special activities or events as assigned.
- Valid Arizona Driver's License and automobile liability insurance coverage; use of personal vehicle for performance of some job functions including in-home client assessments and direct service provision.
- Preference will be given to candidates who are 55 years of age or older
- U.S. citizen or U.S. National or have status as a Lawful Permanent Resident
- Member must successfully pass a background check
- Ability to obtain/maintain a Level 1 Fingerprint Clearance Card

East Valley Adult Resources and Mesa United Way are equal employment opportunity employers and seek to employ and assign the best qualified personnel for all their positions in a manner that does not unlawfully discriminate against status or characteristics protected by law.