



AmeriCorps Position Description Senior Pet Program Assistant

Job Title: Senior Pet Program Assistant

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

Department: Aster Aging - In-Home Support Program – Neighbors Program

Supervisor: Neighbors Program Coordinator

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

Service Commitment: Must complete 900 service hours

Service Term: September 1, 2021 to August 31, 2022

Agency Summary: Aster Aging has been dedicated to empowering and supporting older adults and their families to remain independent and engaged in our community since 1979. Aster provides a full continuum of programs and services, with core programs that include: Center-Based Services at Mesa Downtown and Red Mountain Senior 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 (Neighbors Program 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: Aster has historically been able to provide only limited periodical help with pet food and supplies for homebound seniors who own pets. Based on the need recently expressed by participants, we plan to expand this support on an ongoing basis to include donated pet food and supplies, volunteer assisted transportation to veterinarian and pet grooming visits, volunteer dog walking, and more. Within the scope of the organization's mission and as part of the In-Home Support Program team, this AmeriCorps Member is responsible for coordinating our new start-up support for senior pet owners.

Essential Duties/ Responsibilities:

- Complete training to become knowledgeable about Neighbors and the full array of Aster's programs.
- Work with Program Coordinator and staff team to assess the needs of senior participants who are pet owners and develop a specific action and outreach plan.
- In alignment with the plan, work with the Development Office to create branded materials encouraging community donations and support. Identify local pet supply stores and related businesses to contact.
- Assist team in developing service descriptions and procedures for engaging Neighbors volunteers to provide assisted transportation of homebound seniors to veterinarian appointments, dog walking, and related opportunities. Assist in recruiting and training Pet Program volunteers.
- As assigned, assist in the purchase, pick-up, and delivery of pet food and supplies.
- Coordinate with multiple program supervisors to identify and directly assist senior pet owners.
- Maintain accurate records of volunteer and client contacts, supplies provided, and other service reports in accordance with Aster procedures.
- Assist with other In-Home Support and other program activities as needed and appropriately assigned, which may include but are not limited to: promote the program to recruit volunteers and new clients, represent Aster at community health fairs, and support special activities / events.
- Ensure that Aster'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.
- 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 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

Aster Aging 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.