

FAMILY ELDERCARE
Program Support Aide
Job Description



Job title: Program Support Aide	Reports to: Financial Services Specialist
Program: Financial & Housing Stability	Work Location: Rutherford Office
Position Status - Full-time FLSA Classification - Non-Exempt	Salary Range - \$24/hour

The Program Support Aide will assist the Financial Services Specialist and Account Navigators by providing a variety of support tasks to enhance our Representative Payee program. Program Support Aide will assist in maintaining documentation and other administrative functions related to client records and daily program operations. In addition, this position will require some direct client interactions including home and community visits. An ideal candidate for this position will have great attention to detail, be highly organized, and when working with clients, demonstrate compassion.

Essential Duties and Responsibilities:

Client Support

- Gathering documentation and submitting applications for public benefit programs, maintaining related records as applicable
- Meeting with clients at their home or in the community to obtain documentation or to deliver goods/support basic services
- Providing minimum transport as necessary
- Reporting relevant details of client interactions

Administrative Support (to include, but not limited to)
for Account Navigators:

- Scanning, saving, and uploading documents to e-files and Apricot
- New client database entry (Apricot and Exact)
- Creating new client files
- Assisting with benefit application renewals
- Assisting with contract certifications
- Reviewing and sorting mail

for Financial Services Specialist:

- Monitoring files/ file audits
- Overseeing check distribution
- Scanning and saving client accounting records
- Reviewing and sorting mail

for Program:

- Organizing meeting agendas, taking notes during team meetings, and providing follow up as needed

- Coordinating with Family Eldercare reception desk to greet clients at the office and schedule appointments with Account Navigators and other Family Eldercare staff as needed
- Work collaboratively with team to enhance services
- Receive and triage calls
- Perform special projects as assigned

Education and/or Work Experience Requirements:

- Minimum of high school diploma and some college; or equivalent combination of education and experience
- Experience with community services, resources, and entitlements
- Proficient in Microsoft Office Software applications and Outlook 365 features
- Reliable transportation and active auto insurance
- Clear multi-state criminal history and motor vehicle driving record
- Preferred bilingual proficiency (English & Spanish)
- Valid Texas Driver's License

Working Conditions/Physical Requirements:

- Work occurs in an office setting.
- Ability to safely and successfully perform the essential job functions consistent with the ADA, FMLA and other federal, state and local standards, including meeting qualitative and/or quantitative productivity standards.
- Ability to maintain regular, punctual attendance consistent with the ADA, FMLA and other federal, state and local standards
- Must be able to lift, carry, push, pull up to 20 lbs.

Competencies:

- Ability to organize work efficiently and prioritize response to changing needs of the program.
- Ability to develop and maintain supportive working relationships with clients and coworkers.
- Ability to cultivate and sustain professional boundaries with clients and coworkers.
- Ability to clearly communicate in person, electronically, and by telephone.
- Ability to maintain records according to standards.
- Ability to produce quality work, adhere to contract requirements, and work independently with minimum supervision.

Acknowledgement and Review:

By signing this job description, I acknowledge that I meet the qualifications, and am able to perform all job functions, duties, and responsibilities with or without reasonable accommodations. I further understand that I am responsible for promptly and effectively communicating in writing to the Company any need for accommodation. I acknowledge that I have read, understand, and may receive a copy of this Job Description. I further understand that Family Eldercare reserves the right to modify any Company policies, procedures, and processes based on organizational needs.

Print Employee Name:

Employee signature:

Date: