|  |
| --- |
| **Healthy Connections Program Assistant****Job Description** |
| Job title: Healthy Connections Program Assistant | Reports to: Program Manager |
| Department: Housing & Community Services | Work location: Rutherford office/hybrid |
| Position status: Part-timeFLSA classification: Nonexempt | Salary range: $24/hour |
| The Healthy Connections Program Assistant supports the Healthy Connections (HC) program, which includes Lifetime Connections Without Walls (LCWW) and the healthy aging activities scheduled at Family Eldercare’s Service Coordination sites, i.e., “HC Onsite.” The primary duties of this part-time position are focused on administrative and operational support with some time speaking on the phone with our clients, facilitating LCWW sessions, and visiting HC Onsite sites for outreach. **Essential Duties and Responsibilities:*** Coordinate LCWW quarterly catalog mailings and related tasks, e.g., print materials, use Microsoft Word mail merge to create mailing labels
* Process LCWW registrations by phone, mail, and email, and complete related tasks, e.g., record in spreadsheets, Google Drive, and database
* Facilitate LCWW volunteer-led sessions as needed and host community partner-led sessions
* Learn LCWW conferencing platform for various tasks, e.g., schedule sessions, facilitate sessions, create participant profiles and group contacts, troubleshoot miscellaneous issues
* Record LCWW and HC Onsite client participation in program database
* Manage LCWW and HC Onsite Google Drives, e.g., record participation data from conferencing platform, create quarterly folders and rosters, monitor session notes
* Collaborate with HC Program Manager, HC Specialist, and Service Coordinators on outreach plan and participate in activities to promote plan, e.g., flyer distribution
* Attend HC Onsite activities as needed, e.g., new class and/or instructor
* Assist with program surveys and related tasks, e.g., run database report to create mailing list, manage mailing, make follow-up calls to clients
* Handle LCWW session material mailings, e.g., museum images, session handouts, BINGO prizes
* Make phone calls to clients for various reasons, e.g., program notifications and follow-up, reminder calls
* Coordinate participant birthday and holiday card mailings
* Assist with special projects as assigned
 |



|  |
| --- |
| **Education and/or Work Experience Requirements:*** Associate degree in social or human services, or related field; or equivalent combination of education and experience
* One year of experience working with the older adults in various settings
* Experience with administrative, operational, general program support, coordination
* Experience in client-centered roles
* Proficient in Microsoft Suite (Word, Excel, Outlook, Teams) and Google (Gmail, Drive)
* Familiarity with telephone and video conferencing platforms; knowledge of Dialpad Meetings a plus
* Bilingual in Spanish preferred
 |
| **Working Conditions/Physical Requirements:*** Work duties may occur in a hybrid setting depending on program demands and deadlines. An estimated 45% of job duties will occur at Family Eldercare’s Rutherford office, 5% at Family Eldercare’s Service Coordination sites, and the remaining in a home office setting.
* Significant amount of time spent on phone with clients and the computer. Some time spent walking and posting flyers at HC Onsite sites.
* 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. |
| **Competencies:*** Strong organizational skills with high attention to detail
* Effective interpersonal and client-centered communication skills
* Work to create a welcoming, inclusive, and equitable environment for program participants, partners, session facilitators, and volunteers
* Ability to meet program goals and performance objectives
* Ability to develop productive relationships with coworkers, clients, program partners and volunteers
* Ability to work independently and as a team member, organize work efficiently, and prioritize response to changing needs of the program with moderate supervision
* Ability to interact in a positive manner in person, on the phone, and through electronic devices
* Ability to communicate and work with people of diverse backgrounds and abilities
* Ability to make constructive use of professional 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: |