

**FAMILY ELDERCARE**  
**Program Assistant**  
**Job Description**



Job title: Program Assistant	Reports to:
Program: Guardianship	Work Location: Rutherford Office
Position Status - Full-time FLSA Classification - Non-Exempt	Salary Range - \$24.30 – \$25.03

The **Program Assistant** provides administrative support and other tasks to benefit Family Eldercare’s Guardianship Program.

**Essential Duties and Responsibilities:**

Client supports:

- Client shopping / Errands in person or online shopping requests from Care Manager, possible delivery of purchased items, labeling items as needed.
- Assist with moving client personal property.

**Administrative Support:**

- Enter Trust Fund balances in Apricot, request Trust Fund Statements Quarterly from Providers.
- Mail: sorting and scanning.
- Scan and save documents for the Program as needed.
- Monitor and forward faxes.
- Collate financial backup to bank statements and file documentation.
- Purge closed client Charts and Financial Documents
- Order office supplies as needed and keep supplies stocked within budget guidelines.
- Support Accounts Receivable and Payables as needed, such as
  - Bank errands, including deposits.
  - Post office runs.
- Special Projects as assigned

**Education and/or Work Experience**

- Required: High School Graduate
- Proficient in Microsoft Office software applications
- Experience working with individuals with various ability and disability levels

**Working Conditions/Physical Requirements:**

- Ability to perform the essential job functions consistently, safely and successfully 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 and carry up to 20 lbs.
- Ability to drive to external locations for company business as needed.
- Ability to work in an office setting with significant amount of time spent on computer
- May occasionally involve physical tasks.
- Work duties occur both in an office setting and off site, real property, storage facilities, conducting duties related to guardianship Estates services

**Licenses and/or Certifications:**

- Valid Texas Driver's License and active automobile insurance

**Competencies**

- Ability to work independently and as a team member, organize work efficiently, and prioritize response to changing needs of the program with moderate supervision.
- Effective organizational, interpersonal, and communication skills.
- Ability to develop productive relationships with coworkers and volunteers.
- Ability to utilize Microsoft Office software applications, database management, internet, and Outlook calendaring.
- Effective organizational, interpersonal, and multitasking skills
- Ability to interact in a positive manner in person and on phone.
- Ability to communicate verbally and in written correspondence.
- Ability to keep accurate and organized records.
- Ability to learn about Medicare and Medicaid, SSA, SSDI, SSI, VA, and related Representative Payee programs.

Print Employee Name:

Employee signature:

Date: