

POSITION DESCRIPTION



Program Assistant

Department: Adult Wellness Center	Status: Regular Full-time, Non-Exempt
Reports to: Program Supervisor	Last Reviewed: March 2023
Titles reporting to this role: None	Next Review Date:

Position Summary:

Under the direction of the Program Supervisor, this position assists in the coordination and monitoring of various, daily programming and operational activities within the center, including meal and transportation coordination, as well as special events. Assists with staff coverage, providing direct supervision and care to participants when needed.

Essential Duties and Responsibilities

Include the following, other duties as assigned:

Program Support

Assists the Supervisor in the coordination and monitoring of various, daily programming and operational activities and special events within the center. Under the direction of the Supervisor, coordinates daily transportation for participants to and from the agency and works collaboratively with the agency's transportation dept. to ensure the safety of all AWC participants. Under the direction of the Supervisor, coordinates the ordering and provision of all daily meals/snacks within the program. Also coordinates meals or other items for special events, as needed.

Serves directly as a personal care aide, when needed, to support staffing needs. Serves as a liaison to the MCOs and CCUs; assists in obtaining (plan of care) authorizations from MCOs and CCUs. Assists the Supervisor in the completion and submission of IDOA/MCO critical event reports, according to established IDOA/MCO guidelines. Provides participants and/or their legal representatives with information/referral to other community services, when needed.

If needed, may assist the nurse in calling participants (for well-being checks) who are not attending the center on-site or who have been absent for an extended amount of time. May assist the Administrative Assistant in responding to community inquiries and helping to coordinate the intake process. At times, may assist in completing intake with new participants and their families. Assists in conducting program tours, if needed. Prepares monthly service/activity reports, as requested. Performs other duties as needed to support program operations.

Performance & Quality Management

Is actively involved and knowledgeable of the agency's Performance Quality Improvement process and supports all PQI activities. When needed, provides support related to quarterly Case Record Review activities and other PQI events. Incorporates the agency mission, philosophy, and core values into daily work and decision-making. Adheres to agency policies and procedures. Adheres to the agency's Universal Precaution and Exposure Control Plan policy, including handwashing before and after performing any service to participants. Adheres to the agency's Mandated Reporting policy and reports any concerns regarding older adult abuse or neglect. Promptly reports situations that pose a threat to staff, participants or agency, according to the agency's Incident / Accident Reporting procedures and IDOA Critical Event Reporting procedures.

Actively participates in all staff meetings, monthly in-service training and regular individual supervision with supervisor. Engages in ongoing professional development training, as needed, to enhance professional knowledge and skills. Nurtures positive and collaborative working relationships with other agency staff as well as outside providers. Cultivates a professional and respectful work environment.

Submits personal time sheets and is accountable for daily activities within the allowable activities approved by the agency.

General Requirements:

Must be at least 18 years old. Sensitivity to cultural diversity is required. Will be subject to drug and alcohol screening, as well as aptitude and skills' testing. To perform this job successfully an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to perform the essential functions.

Education/Experience:

Must possess a High School diploma or general education diploma (GED) or two (2) years of prior, documented experience working in programs with older adults or demonstrated continued progress towards meeting the educational requirements of GED. CNA certification preferred. Prior work experience with older adult populations is strongly preferred.

Must be willing to complete 24 hours of initial pre-service training and 12 hours of ongoing in-service training annually thereafter, provided by the agency. Must be willing to complete transportation training, provided by the agency.

Language Skills:

Bilingual in Spanish and English is required.

Computer Literacy & Knowledge Skills Abilities:

Must possess the ability to competently and routinely use a computer to enter, access, and/or retrieve data. Must be knowledgeable of Microsoft Office applications including but not limited to: Outlook, Word, Publisher, and Excel; report writing, and experience in using the internet and web-based data sites, when needed.

Mathematical Skills:

Minimum High School level math skills are required; at minimum, and possess the ability to add, subtract, multiply and divide in all units of measure using whole numbers, common fractions and decimals.

Operating Environment and Working Relationships:

Works with the Adult Wellness Center milieu setting and interacts regularly with colleagues, supervisors and participants, as well as with participants' families. Daily interactions and collaboration with persons from internal departments and external agencies. Must possess the ability to deal tactfully with personnel, family members, caregivers/legal representatives, visitors, government agencies and the community in general. Must have ability and willingness to work with potentially agitated and/or hostile participants.

Decision Making Authority:

Under the guidance of the Program Supervisor, must demonstrate the ability to work independently in executing tasks, utilizing good judgment and sound decision-making; must demonstrate discernment regarding issues or situations, which warrant supervisory attention.

People Management:

This position does not directly supervise others.

Other:

This position may sometimes require a working lunch in order to assist participants during lunchtime. Must possess good time management and organizational skills.

Must possess good relational skills. Professional image and presentation expected at all times.

Remote Work/Technology (WIFI)/Mobile Phone Usage:

Not eligible for remote work. A personal mobile phone is not required and therefore not eligible for mobile phone reimbursement.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to sit, talk and hear. The employee frequently is required to use hands. Must be able to lift and carry 25lbs.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

Disclaimer:

The statements herein are intended to describe the general nature and level of work being performed by the employee in this position. The content of this job description is not intended to be constructed as an exhaustive list of all responsibilities, duties, and skills required of a person in this position.

I acknowledge and understand that:

Receipt of the position description does not imply nor create a promise of employment, nor an employment contract of any kind, and that my employment is at-will.

- The job description provides a general summary of the position in which I am employed, that the contents of this job description are job requirements and, at this time, I know of no limitations which would prevent me from performing these functions with or without accommodation. I further understand that it is my responsibility to inform my supervisor at any time that I am unable to perform these functions.
- Job duties, tasks, work hours and work requirements may be changed at any time.

Employee Signature/ Firma de Empleado: _____

Date/ Fecha: _____

