



POSITION DESCRIPTION

Program Aide	
Department: Home Care Services	Status: Regular Full-time, Non-Exempt
Reports to: Senior Services Director	Last Reviewed: November 2022
Titles reporting to this role: None	Next Review Date: March 31, 2023

Position Summary:

Under the supervision of the Senior Services Director, this position performs a variety of supportive tasks related to day-to-day programming activities within the Senior Services programs, to facilitate efficient working environments.

Essential Duties and Responsibilities

Include the following, other duties as assigned:

Program Support

- Provides direct support to Director in various areas of HCS programming and operations, including training, recruitment, service delivery, administrative/clerical support and other areas. May also provide intermittent assistance for the Adult Wellness Center.
- Assists Director in tracking and securing required receipt/acknowledgments from program staff, regarding key agency or program policies and other documentation.
- Assists Director with Ad Hoc projects or activities and prepares specific reports as requested.
- In the absence of the Administrative Assistant, performs routine clerical duties such as photocopying, filing, handling correspondence, answering telephones, responding to community inquiries, helping to coordinate the intake process, greeting visitors, etc.
- Provides support related to ongoing and special program activities (e.g. monthly supply distribution, quarterly all-staff meetings, staff recognition events, etc.).
- When needed, provides support related to pre-service training activities and assists with the assembly of Pre-Service training documentation/packets.
- When needed, assists in tracking in-service training completion by home care aides and supervisors.
- Secures monthly service calendars and other documentation in participant files.
- In the absence of supervisors, assists Seniors Supervisors in contacting home care aides to communicate updates or requests.
- Prepares Introductory home visit documentation packets for the Supervisors' initial home visits to new participants.
- When needed, assists in the preparation/photocopying of recruitment materials.
- Other duties as assigned to support service delivery and program operations.

Performance & Quality Management

- Is actively involved and knowledgeable of the agency's Performance Quality Improvement process and supports all PQI activities.
- Incorporates the agency mission, philosophy, and core values into daily work and decision-making.
- Adheres to agency policies and procedures.
- When needed, provides support related to quarterly Case Record Review activities and other PQI events.
- Attends monthly staff meetings and participates in regular supervision with Director.

- 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 ensures compliance with agency and funder guidelines.
- Accountable for daily activities within the allowable activities approved by the agency.
- 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.

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 if needed. 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:

High school diploma or GED is required. Certification from an accredited school of business or secretarial program or a minimum of two (2) years of administrative/ program assistant experience is preferred.

Knowledge of administrative and/or clerical procedures and systems such as word processing, managing files and records, designing forms and other office procedures and terminology is preferred; knowledge of modern office practices and procedures is preferred. Must demonstrate proficiency in operating office equipment such as fax machines, copiers, and phone systems.

Language Skills:

Bilingual in Spanish preferred.

Computer Literacy & Knowledge Skills Abilities:

Computer literacy/proficiency is required. Must possess the ability to use a computer competently to enter, access, and/or retrieve data; experience in using the internet and web-based data sites. Must demonstrate knowledge of Microsoft Office applications including, but not limited to: Outlook, Word, and Publisher.

Mathematical Skills:

Minimum High School/GED level math skills are required. Must be able to add, subtract, multiply and divide in all units of measure using whole numbers, common fractions and decimals.

Operating Environment and Working Relationships:

Ability to work independently and collaboratively, as indicated. Program Aide interacts regularly with Senior Services staff and other staff throughout the agency. Must develop and maintain positive and professional relationships with internal and external stakeholders. Must demonstrate tact, professional composure and diplomacy when interacting with others. Must work collaboratively with diverse populations.

Decision Making Authority:

Under the guidance of Senior Services Director, 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:

Must possess good time management and organizational skills.

Must possess good relational skills.

Professional image and presentation expected at all times.

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 up to 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: _____

