



## Aging in Place Assistant

**REPORTS TO: Aging in Place Manager**

### **POSITION SUMMARY**

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The Aging in Place Assistant is a **part time contracted position** (up to 29.5 hours per week) responsible for assisting Aging in Place staff with administrative needs. The Aging in Place Assistant will act as the first point of contact for clients requesting Aging in Place services and will provide support to Aging in Place staff. Strong candidates will have excellent data management and communications skills needed to support the expanding Aging in Place program.

### **PRIMARY RESPONSIBILITIES**

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#### **Client Intake**

- Answer and screen incoming Aging in Place calls to assess eligibility for services and direct clients to appropriate applications or Aging in Place staff members.
- Schedule clients for appointments and services with Aging in Place Specialist(s) and Occupational Therapist(s).
- Obtain pertinent information for older adults seeking services by interviewing them courteously and professionally and asking them to complete and obtain necessary forms and documents.
- Enter documentation and client data into the client management system and other data tracking systems.
- Ensure that all admission forms are properly executed and filed.
- Respect client's dignity and confidentiality at all times.

#### **Administrative Support**

- Work in a positive, fast-paced team environment with program and administrative staff.
- Follow up with clients by tracking, sending, and receiving documents and information.
- Maintain up to date hard-copy and electronic files.
- Assist with quality control and reporting through retrieving and tracking pertinent information.

### **EDUCATION AND EXPERIENCE**

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- High School Diploma preferred. Demonstrated customer service experience preferred.

## **JOB REQUIREMENTS/SKILLS**

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1. Excellent communication and customer service skills.
2. Strong organizational and time management skills.
3. Ability to work independently and within a team environment.
4. Embrace our organization's mission and core values.

## **OTHER DETAILS**

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### **Cover Letter & Resume:**

All qualified candidates who are interested in this opportunity, **please send a relevant cover letter & resume via email to Jenna Peterson at [jpeterson@nwnepa.org](mailto:jpeterson@nwnepa.org).**

**Deadline:** Cover letter and resume **must be received by 5:00pm on Friday, February 10, 2023.**

NWNEPA is an equal opportunity employer.