



CASE AND ADMINISTRATIVE ASSISTANT

The Jarvie Commonwealth Service (JCS) has an opening for a Full-Time Case and Administrative Assistant (CAA) to support the Individual Service Program (ISP). The CAA assists the social work staff in providing supportive services and financial assistance to elderly persons of the Protestant faith in the NYC area.

BASIC FUNCTIONS: The CAA provides casework and administrative assistance to support the provision of comprehensive care management and financial assistance to older adults served by the ISP. Acts as primary liaison between the clients and the social workers when they are not in the office by conducting preliminary assessment to obtain information and help triage issues. Assists all Jarvie social workers with administrative tasks including: sorting mail, correspondence and ordering goods and services to help meet clients' needs. Helps to secure entitlements such as Medicaid, Medicare D, SCRIE, etc. and resolve problems that arise with these entitlements. Also serves as primary staff person supporting the Outreach, Intake and Assessment Coordinator. Provides administrative support to the overall organization including: answering incoming calls, processing mail, assisting with projects, mailings and events and performing other duties as needed.

REPORTS TO: The Assistant Director-Staff and Student Training (ADSST) or the Associate Director (AD) in her/his absence.

MINIMUM QUALIFICATIONS:

- Education:** College Graduate, preferably with a major in social work, human or social services, psychology or other related field of study.
- Experience:** Two to four years of casework and administrative experience, preferably with organizations serving the needs of older people, or an equivalent combination of education, training and experience.
- Software Skills:** Extensive experience in utilizing Microsoft Office Suite (Outlook, Word, Excel, and PowerPoint) and in navigating and utilizing the Internet and web-based systems. Understanding of/willingness to learn: FileMaker, Sage Mas 90 and other related software systems.
- Other Skills:** Sensitivity to the diverse needs of the older adult population. Excellent oral and written communication skills. Ability to effectively collaborate and work with: Jarvie clients, staff, student interns, ReServists and/or consultants. Flexible, takes initiative, attends to detail, engages in proactive/creative problem solving, works well independently and is respectful of confidential material. Willingness to learn new skills.
- Sensory or Physical Requirements:** Ability to travel to assist clients with entitlement applications, appointments, resolving problems with benefits; and other critical needs as requested by the SWers, ADSST, AD and/or ED/CEO.

INTERESTED CANDIDATES SHOULD SEND A RESUMÉ TO:

Susan Cohn, Associate Director
personnel@jarvie.org