



JOB DESCRIPTION

TITLE:	Program Assistant
PROGRAM / DEPT:	ADR/Social Services
REPORTS TO:	Director of Community Programs
LOCATION:	Langley, WA (Bayview area)
FLSA STATUS:	Non-Exempt
SCHEDULE:	Part-Time; 16 hours per week, 2 days per week
WAGE:	\$18.27-\$23.35 per hour DOE
BENEFITS	Twelve Paid Holidays Vacation and Sick Leave Public Service Loan Forgiveness Eligibility Employee Assistance Program Employee Paid Supplemental Options Available
TO APPLY:	Send your application and brief letter expressing your interest via email with 'PROGRAM ASSISTANT' in subject line to: susan@islandseniorservices.org . Applications can be found on our jobs page: https://senior-resources.org/employment/ . For questions regarding the position or application you may call ISR at 360-321-1600.

POSITION SUMMARY:

The Program Assistant will assist the Lead Specialist of ISR's Volunteer Services and Medical Transportation (VMT) Program. Responsibilities include direct client interface, answering questions, scheduling transportation, and assisting in the maintenance of client and volunteer driver files. This position will cross train with the Bayview Intake Specialist to cover reception as required.

ESSENTIAL JOB FUNCTIONS:

Specific responsibilities may include:

- Provide office coverage for Bayview reception and VMT
- Receive and log incoming calls for medical transport and essential services
- Assist in scheduling volunteers to fulfill medical transport requests
- Assist with the maintenance of client and volunteer files to include data entry and reporting
- Perform other duties as assigned

QUALIFICATIONS:

Minimum Education/Experience

- High School graduate



- Relevant experience can substitute for education
- Two years of experience working in an office environment

Knowledge, Skills and Abilities

- Demonstrated skills in interpersonal communication including interviewing, problem-solving, and advocacy
- Able to effectively interact and communicate consistently throughout the day with people in difficult situations
- Must be empathic and engage with people from all socio-economic levels
- Must maintain confidentiality of information including personal client information and financial records
- Ability to develop and maintain effective working relationships with clients and volunteers
- High level of attention to detail
- Must have experience with computers and various computer software programs including Microsoft Teams, database software, and email
- Must show a willingness to learn and master new responsibilities

Special Requirements

- Ability to successfully pass a background check

WORKING CONDITIONS & PHYSICAL REQUIREMENTS:

- This is an in-office position located in ISR's Bayview Senior Resource Center, Langley, WA.
- This position is for two days per week, and occasional vacation coverage. Additional work hours may be required during monthly reporting, or to accommodate special meetings, or attend other events.
- Sufficient mobility is required for movement throughout the office and for the use of standard office equipment such as computers, telephones, files, copier, and calculator.
- Lifting a minimum of 30 pounds (computers, reports, records, and so on) might be required.
- The ability to hear and communicate at a level sufficient to perform the essential functions of the position is required.



ABOUT ISLAND SENIOR SERVICES

Island Senior Resources (dba ISR/Senior Services of Island County) is the primary provider of resources for seniors, adults with disabilities, and those who care for them in Island County, WA. It is in its 50th year of essential service to the community. For more information about our programs and services visit: www.senior-resources.org.

"I believe in the value of Island Senior Resources; that's why I work here. We improve lives every day for the individuals we serve. Each day when I go home, I know I have made a difference. It's more than a job; I'm doing what I believe in."

– Long-time staff member

We hire people, not just qualifications. We respect and value our differences. We ask questions and listen to points of view until we find the best answers to every challenge. We seek individuals who can work collaboratively, value input, think creatively, and bring their experience to an environment where expertise is respected, and a desire to learn and improve is encouraged.

Everyone on staff is both a mentor and a learner every day. All of us are passionate about the work we do together and how we care for each other and every person who needs our help.

Our Mission

To provide resources that enhance the emotional, social, and physical well-being of seniors, adults with disabilities, and those who care for them.

Our Vision

Island Senior Resources envisions strong communities where seniors, adults with disabilities, and those who care for them are valued, heard and seen, care for and about, afforded respect, treated with dignity, and supported to live their best life.

Island Senior Resources is an independent nonprofit 501(c)(3) that has been serving Island County since 1972. It is not an agency of local, state, or federal government. Island Senior Resources is the trade name for Senior Services of Island County. We have diverse funding streams including from government sources, charitable foundations, corporations, private individuals and families, and the sales of goods and services.

Island Senior Resources is an Equal Opportunity Employer and does not and shall not discriminate based on race, color, religion (creed), gender, age, national origin (ancestry), disability, marital status, sexual orientation, or military status, in any of its activities or operations. We actively seek those with diverse backgrounds and lived experiences who might broaden/deepen our organization's range of perspective to better represent the communities we serve.

Island Senior Resources

14594 SR 525

Langley, WA 98260

360-321-1600

reception@islandseniorservices.org

www.senior-resources.org