

Administrative/Case Assistant

DEPARTMENT: House of Welcome Adult Day Services

REPORTS TO: Clinical Manager, House of Welcome Adult Day Services

FLSA STATUS: Non-Exempt

LOCATION: Northfield, IL

PT/FT: Full-time

SUMMARY: The **Administrative/Case Assistant** supports the daily operation of the House of Welcome Adult Day Services (HOW) by performing a variety of administrative/clerical tasks and case management, interacting regularly with participants and their families and participating in program activities as needed.

DUTIES AND RESPONSIBILITIES:

- Greets participants, caregivers and other visitors to HOW, provides information and assistance to them as needed.
- Answers and directs phone calls received to the appropriate staff member, resolves problems, gathers information, and answers questions whenever possible to maximize level of customer service provided and minimize the need to transfer calls, delay resolution or involve other staff unnecessarily.
- Gathers detailed information for initial intake calls, assists with enrollment by gathering required documents and making follow-up calls.
- Responds to phone and walk-in requests by providing information on programs or services and facilitates referral to case management services if needed. Provides information and assistance and sends agency and program brochures as appropriate.
- Prepares documents, charts and reports using a variety of software programs. Materials prepared are used for billing, accounting, and communicating with participants and their family members.
- Maintains electronic and paper files, records, databases and statistics necessary to facilitate efficient and accountable operations.
- Monitors office and program supply levels, orders replenishments as needed or as requested by staff, verifies invoices and processes payments. Runs a variety of errands, such as purchasing needed supplies, during regular work hours and only as directed.
- Participates in program activities as needed, including being responsible for care and safety of program participants, physically assisting them with activities of daily living, monitoring their whereabouts and needs, and monitoring the environment.
- Demonstrates knowledge of Alzheimer's disease and other dementias.
- Demonstrates proficiency in person-centered dementia care.
- Attends scheduled staff meetings.
- Completes statistical data and required paperwork in a timely manner.
- Completes a minimum of 10 hours of continuing education each year.
- Responds to medical emergencies and performs CPR/AED and First Aid if certified.
- Performs other related duties as assigned by management.

SUPERVISORY RESPONSIBILITIES:

- This job has no supervisory responsibilities.

QUALIFICATIONS:

- Bachelor's Degree (BA, BS) from four-year college or university in human services or similar related field
- One year of experience in an administrative position
- Computer skills required: Microsoft Office Suite, state computer systems and agency proprietary software
- Certificates, licenses and registrations required: CPR/AED and First Aid Certification (may be obtained upon hire)
- Other skills required:
 - Strong interest in and ability to work with older, impaired population
 - Advanced customer service, verbal communication and interpersonal skills
 - Advanced organizational skills, including attention to detail and accuracy
 - Advanced computer expertise including the Microsoft Office suite of programs
 - Reliability and flexibility required to meet operational demands
 - Ability to work on a team in a group setting
- Preferred skills:
 - Knowledge of the aging process and chronic disorders including Alzheimer's disease and related dementias
 - Skills/experience in working with persons with dementia
 - Sensitivity to cultural diversity.

To be considered for this position, please send your resume and salary requirements to hr@nssc.org.

EOE: North Shore Senior Center is an equal opportunity employer; applicants are considered for all positions without regard to race, color, religion, sex (including pregnancy, gender identity, and sexual orientation), marital status, parental status, national origin, age, disability, veteran status, genetic information, or any other status protected by applicable federal, state or local law.

