



EMPLOYMENT OPPORTUNITY

Union Settlement Association is an on-the-ground resource for East Harlem residents of all ages, and a passionate advocate for the needs of underserved communities. Since opening our doors in 1895, we have brought education, wellness and community-building programs to our neighborhood, empowering New Yorkers with opportunities to better their lives. More than 350 staff work in our organization, and our services impact 10,000 people every year. By helping our neighbors realize their goals, we build the vitality and success of East Harlem. For more information about Union Settlement, please visit our website at www.unionsettlement.org.

Position: Program Assistant/Aide
Department: Senior Services
Reports to: Coordinator – Senior Center
Hours: Full-Time
FLSA: Non-Exempt

Position Summary:

The Program Assistant/Case Assistance Worker is responsible for assisting the Senior Center Coordinator by organizing and providing at least one daily activity and providing case assistance services required by the DFTA contract to senior participants daily.

Responsibilities:

- In consultation with the Senior Center Coordinator, identify, plan, and lead one activity in the center daily.
- Provide support services to clients including, but not limited to the following areas:
 - Refer clients who need case management or other in-depth services to appropriate resources.
 - Provide information and referrals for Medicare and Medicaid eligibility and enrollment. Provide general assistance participants enrolled in these programs, as well.
 - Provide information and referrals for Social Security eligibility and benefits collection.
 - Provide information and assistance to obtain Food Stamps.
 - Provide information and referrals for housing services.
 - Provide information and assistance for Energy Share and other utility assistance programs.
 - Provide information and referrals for the Meals on Wheels program.
 - Provide translation services.
 - Provide participants with assistance to correspond, understand and pay bills, and make appointments.

- Provide assistance for additional benefits and entitlements.
- Conduct intake and re-assessment for Senior Center participants. Assess participants' eligibility for benefits and services under various programs for the aging.
- Provide follow-up case assistance related to entitlement and benefits, as needed, and Maintain complete and accurate case records.
- Conduct outreach (phone calls, etc.) to all clients who are absent from the center for extended periods to determine the reason for absences, as well as to check on their well-being and satisfaction with the Senior Center.
- Advocate on behalf of seniors with social service and government agencies, and mediate as needed with those agencies.
- Attend appropriate training programs as requested by supervisor.
- Compile statistics, prepare reports, keep attendance, and other required records.
- Additional duties as assigned by supervisor.

Qualifications:

- Bachelor's Degree in Social Work, Human Services, or related field with experience working with aging populations preferred; or 60+ college credits and four years demonstrated experience working with aging populations.
- Bilingual (English/Spanish) required.
- Strong verbal, written, clerical, organizational and problem solving skills.
- Demonstrated ability to perform multiple tasks effectively in a fast paced, challenging and constantly changing environment.
- Excellent computer skills.
- Excellent interpersonal skills.

To Apply:

Please send Cover Letter, Resume, Salary Requirements, Writing Samples, and References to: seniorservicescareers@unionsettlement.org .

Please indicate Program Assistant/Aide in the subject of e-mail.

UNION SETTLEMENT ASSOCIATION IS AN EQUAL OPPORTUNITY EMPLOYER