

JEWISH FAMILY SERVICES JOB DESCRIPTION

JOB TITLE: Matching Grant Case Aide
REPORTS TO: Matching Grant Case Manager
DEPARTMENT: Employment & Economic Empowerment Programs

PURPOSE/SCOPE OF RESPONSIBILITY

Assists and enhances program effectiveness by providing interpretation, translation, and case management assistance

ESSENTIAL DUTIES, RESPONSIBILITIES, & COMPETENCIES

1. May assist staff by interpreting and translating in communicating with clients
2. Assists case management staff with delivering core employment services both in office and off site
3. Maintains case management files and documents all case management activities
4. Processes information by copying, retrieving and transmitting documents as required
5. Assists in maintaining and updating the agency database and archival collection
6. Maintains client confidence and protects operations by keeping information confidential
7. Assists and supports the entire staff in any tasks needed to ensure smooth operations of the agency
8. Assists Employment Services clients with recording and computing their hours of program participation

OTHER DUTIES, RESPONSIBILITIES, & COMPETENCIES

1. Shares professional knowledge with staff by seeking out professional development opportunities and sharing new learning with staff.
2. Supports agency operations by appropriately representing the agency in all forums and by demonstrating commitment to agency philosophy, mission, goals, policies and procedures.

3. Contributes to effective use of agency resources by identifying and implementing options for cost containment.
4. Contributes to team effort by accomplishing related results as needed.
5. Uses time effectively by appropriately planning, organizing and scheduling required work hours to meet agency needs.
6. Demonstrates effective judgment by making appropriate decisions, as well as conducting and maintaining a professional manners and appearance at all times.
7. Maintains safe and clean working environment by complying with health and safety guidelines.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- High School Diploma required
- Experience working with multicultural, diverse populations, including refugees.
- Multilingual ability preferred
- Must have working knowledge of Microsoft Word, Outlook, Excel and databases
- Must have excellent organizational skills to work in a team-oriented, fast-paced environment

REQUIRED LANGUAGE SKILLS

- Ability to express oneself in an articulate and effective manner both verbally and in written communication.

REQUIRED REASONING ABILITY

Ability to deal with abstract as well as concrete concepts, problematic people and situations.

Ability to define problems, collect data, establish facts and draw valid conclusions.