

*Working Together Toward Lasting Solutions to Homelessness*

**Vision:** *Interfaith Partners Deeply Engaged in Transforming Our Communities*

**Values:** *Compassion, Equity, Integrity, Faith Driven, Transformation*

### Job Description

Position: Program Assistant	Department: Benefit Access Department
Reports to: Team Lead for Benefit Access Department	Hours per week: 40
Position Type: <input checked="" type="checkbox"/> Employee <input type="checkbox"/> Contractor <input type="checkbox"/> Intern	<input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Nonexempt <input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time <input type="checkbox"/> Temporary

#### ORGANIZATIONAL DESCRIPTION

Associated Ministries is a key agent of transformation in Pierce County, committed to function effectively as a sustainable organization, by engaging authentic interfaith relations and effective partnerships, and championing equitable moral leadership to help build a thriving community.

Racial Equity is a high priority for us. We have had a team of staff and board members working on our anti-racism and equity efforts for several years. Our mission is “working together toward lasting solutions to homelessness.” Since people of color are disproportionately likely to become homeless, we must address this as part of our mission. It is a priority of AM to lead with a racial equity lens in all our programing, including our volunteer based programs.

Associated Ministries is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, creed, national origin, sex, sexual orientation, age, marital status, veteran status, or the presence of any sensory, mental or physical disability, or the use of a trained guide dog or service animal by a disabled person.

#### JOB SUMMARY

This position will work directly with households, some of which are struggling with mental/physical disabilities. There is a strong administrative component for this position; thus, we are seeking someone strong in data entry, organized and detail oriented. This position will support the programs within the Benefit Access Department (BAD), which include the following:

**Protective Payee Services:** This service manages and allocates Social Security Benefits and Department of Social and Health Services (DSHS) funds to ensure households reach and/or remain stably housed and basic needs are met. Funds are used to pay clients bills, as well as create/manage budgets for clients.

**Homeless Mail Services:** This service receives DSHS mail for qualified recipients receiving services such as SNAP food benefits, TANF, and/or ABD. This service serves those experiencing homelessness without a residential address to receive mail.

**Community Connections Resource Center (CCRC):** The CCRC is a one-stop-shop for low-income households that are experiencing homelessness or any kind of instability living in Pierce County. Through the CCRC, household’s access needed financial supports to purchase items such as identification cards, birth certificates and/or employment licensing or any other resources that can create and/or sustain education or housing stability.

## **RESPONSIBILITIES**

### **Direct Client Services:**

#### Payee Services:

- ✓ Maintain quality client information in Access, Excel and Empower databases and client files
- ✓ Manage accounts receivables for clients.
- ✓ Enter new checks into QuickBooks system, record checks in client file, and deposit checks into bank accounts.
- ✓ Complete intakes and data entry for new payee clients.
- ✓ Void outstanding checks within 90-day period.

#### Homeless Mail Services:

- ✓ Process Homeless Mail to distribute to clients.
- ✓ Manage client referrals from DSHS.

#### CCRC services:

- ✓ Assist clients to navigate resources in the community.
- ✓ Develop and complete intakes with clients to help determine needs and what services/resources are best.
- ✓ Help clients in obtain needed documents such as identification cards, birth certificates, and filling out the application for social security cards.
- ✓ Advocate and/or make necessary calls on behalf of clients seeking assistance to streamline resources and referrals.
- ✓ Create electronic and hard files for each client with detailed case notes.
- ✓ Perform other duties as assigned.

#### Clerical:

- ✓ Create, maintain, and update client databases.
- ✓ Update Standard Operating Procedures on an annual basis for responsible program areas.
- ✓ Provide administrative support to appropriate program areas.
- ✓ Manage expenditures and available funds through the CCRC.

#### Reporting:

- ✓ Complete quarterly and monthly reports for payee clients.
- ✓ Complete annual reports for Social Security clients.

## **WORK EXPERIENCE REQUIREMENTS**

- ✓ Model excellent customer services.
- ✓ Excellent Data Entry skills.
- ✓ Excellent written and verbal communication skills.
- ✓ Must have strong organizational and listening skills, be detail-oriented, and be able to manage time effectively.
- ✓ Self-motivated with a demonstrated ability to prioritize and problem-solve.
- ✓ Ability to work individually in a self-directed manner and as part of a team; good interpersonal skills and positive attitude.
- ✓ Collaborate with community partners such as DSHS, Social Security Administration, Mental Health facilities, and Homecare providers.
- ✓ Must be dependable, reliable, and flexible.

- ✓ Ability to provide budgeting assistance and direction to clients; comfortable dealing with financial issues and discussions.
- ✓ Ability to use basic computer software (Word, Excel, Access, Outlook, Internet Search engines, web-based databases, Quickbooks, etc.)
- ✓ Ability and willingness to work a few evenings and weekend days per month as needed for the purposes of meeting with preparing for clients to access needed services.
- ✓ Demonstrated commitment to ethnic and religious diversity, including all faith traditions (religions).

#### **WORK EXPERIENCE PREFERENCES**

- ✓ Fluency in one or more languages other than English.
- ✓ Demonstrated effectiveness in working with low-income individuals.

#### **EDUCATIONAL REQUIREMENTS**

Undergraduate degree or 2 years relevant experience.

#### **COMPENSATION**

Pay Range: \$22.24 - \$28.92

Benefits: Full benefit package including employer 100% paid medical, dental, life and disability for employees, generous vacation and sick time and 12 holidays per year plus 2 floating holidays. Some remote work and flexible work scheduling is possible with supervisor approval.

#### **APPLICATION PROCESS**

Application must include cover letter and resume addressing position requirements. Send to: Associated Ministries, 901 South 13th Street, Tacoma WA 98405, or e-mail to [mollya@associatedministries.org](mailto:mollya@associatedministries.org).

Position open until filled. No phone inquiries, please.