



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 plays a pivotal role in driving transformation in Pierce County. Our unwavering commitment lies in functioning as a sustainable organization, fostering impactful partnerships, nurturing authentic interfaith relationships, and advocating for equitable moral leadership. Our ultimate aim is to contribute to the creation of a flourishing community.

We are dedicated to galvanizing and motivating individuals of diverse faiths, along with those of good will, to unite in the battle against homelessness and poverty. These collaborations not only allow us to be compassionate advocates for our neighbors in need but also empower us to be prophetic voices demanding systemic change.

Our mission is “working together toward lasting solutions to homelessness.” Given the disproportionate impact of homelessness on people of color, we place a premium on promoting racial equity. We approach all our programs through a lens of racial equity.

Associated Ministries prides itself as an Equal Opportunity Employer. Our selection process ensures that all eligible candidates are considered for employment without regard to race, color, religion, creed, national origin, gender, sexual orientation, age, marital status, veteran status, or the presence of any sensory, mental, or physical disability. Furthermore, we fully support the use of trained guide dogs or service animals by individuals with disabilities.

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 who possesses advanced data entry skills, and who is both 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 have their basic needs met. Funds are used to pay clients’ bills, as well as create/manage clients’ budgets. All decisions are made according to the clients’ DSHS referral, or for SSI, the Payee Handbook.

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, households 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.

Associated Ministries trusts each employee to thoughtfully support its mission with their individual and collective talents, skills and abilities. We value each person's voice and delegate appropriate levels of authority and decision-making consistent with their assigned roles and responsibilities. In all cases, employees are expected to carry out their work in a manner which supports AM's culture, including interpersonal behavior that supports cooperation, respect and professionalism.

RESPONSIBILITIES

Direct Client Services:

Payee Services:

- ✓ Maintain quality client information in Access, Excel and other 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.
- ✓ Manage phone calls, incoming and outgoing, with empathy and professionalism
- ✓ Help clients 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.
- ✓ This position has the authority to approve financial assistance based on list of eligible costs and available funding or monthly budget.
- ✓ 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

- ✓ Two or more years of prior experience working in a human services or social services environment with a significant amount of client interaction.
- ✓ Two or more years of direct customer service experience, preferably serving clients who may have limited resources.
- ✓ Two or more years of experience collaborating with community partners to accomplish contractual goals and objectives (such as DSHS, Social Security Administration, mental health facilities, and homecare providers).
- ✓ Intermediate to advanced data entry skills that require little or no training or assistance to consistently perform daily tasks with a high degree of accuracy.
- ✓ Intermediate written communication skills so that letters, memorandums and other written communications are factually accurate and require only minor edits by others.
- ✓ Intermediate verbal communication skills that ensure accurate information-sharing, show respect for others, promote conflict resolution, and encourage cooperation and teamwork.
- ✓ Intermediate computer skills demonstrating mastery of frequently-used applications (including Word, Excel, Access, Outlook, QuickBooks, internet search engines, web-based databases, etc.) so that daily tasks can be completed without formal training or substantial assistance from others.
- ✓ Demonstrated understanding of budgeting principles so that assisting clients with budget creation and budget management can be accomplished without formal training or substantial assistance from others.
- ✓ Consistently demonstrate professional work habits that include organizing and planning work in a systematic way; listening and asking clarifying questions to verify what is heard; being attentive to details to minimize technical mistakes; prioritizing tasks and focusing on the most urgent tasks first; and, managing time to consistently meet deadlines.
- ✓ Demonstrated ability to work effectively as part of a fast-paced team that must maintain good interpersonal skills and positive relationships with supervisors, coworkers and clients.
- ✓ Available and willing to work a few evenings and weekend days per month as needed for the purposes of meeting with and preparing for clients to access needed services.
- ✓ Demonstrated commitment to ethnic and religious diversity, including all faith traditions and 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 from a four-year college or university preferred. High School diploma or General Equivalency Diploma required.

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. Position open until filled. No phone inquiries, please.