

Job Description

Job Title: Program Assistant

Reports To: Day Program Manager

Approved By: Executive Director

Department: Adult Day Program

FLSA Status: hourly

Date Developed/Updated: April 2014

Summary: The Program Assistant works as a member of a team and is responsible for providing our Adult Day Program guests with a safe and stimulating environment and an enjoyable experience

Essential Duties and Responsibilities include, but not limited to the following:

- Assist in the execution of daily programs and activities and calendar planning
- Facilitate group discussions
- Assist guests with routine tasks of daily living including toileting if necessary
- Interact with the guests in a friendly and positive manner and maintain a professional attitude in all dealings with all stakeholders
- Monitor physical and behavioral changes in guests and note changes in guests' files
- Report physical and behavioral changes in guests to Day Program Manager
- Assist with completing case notes, maintaining attendance forms, meal orders, transportation logs and ordering of the following day's transportation, and CFCAP paperwork
- Comply with all food handling and sanitation practices and procedures as governed by law
- Maintain proper sanitation of work stations and equipment and assist in the daily clean-up of program site including light vacuuming/sweeping, sponging/wiping down of tables, putting away program supplies, emptying of trash and repositioning of chairs.
- Quickly shift roles to be able to provide assistance on any high-priority task as assigned
- Is cost conscious and looks for ways to eliminate waste, reduce cost and increase revenue
- Serve as a positive spokesperson for the agency on and off the job
- Actively work to help create a friendly, professional and positive work environment
- Provide staff support to agency-wide initiatives or projects as requested by the Day Program Manager or Executive Director (ED)
- Report any violations of policies, unethical behaviors, misuse of SSA property or suspected mistreatment (even rude treatment) of seniors as well as fellow employees to the Day Program Manager or ED
- Perform all other duties as requested by the Day Program Manager

Competencies: To perform this job successfully, an individual needs to demonstrate the following competencies

Analytical - collects and reports information such as physical or behavioral changes, daily attendance etc.

Problem Solving - Identifies and reports problems and provides possible solutions in a timely manner; uses reason even when dealing with emotional topics.

Technical Skills - Assess own strengths and weaknesses; pursues training and development opportunities; demonstrates attention to detail

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Customer Service - Manages difficult or emotional participants/staff situations in a calm and professional manner; responds promptly to participant and family needs; solicits participant and family feedback to improve service

Interpersonal Skills - Focuses on solving conflict, not blaming; maintains confidentiality; listens to others without interrupting; keeps emotions under control; remains open to others' ideas and tries new things.

Oral Communication - Speaks clearly and persuasively in positive or negative situations; actively participates in meetings; makes eye contact and when appropriate physical contact when speaking with a program participant..

Teamwork - Contributes to building a positive team spirit; works well with others and in group situations; puts success of team above own interests; displays passion and optimism; inspires trust; supports everyone's efforts to succeed.

Quality Management - Looks for ways to improve and promote quality; demonstrates accuracy and thoroughness.

Attendance/Punctuality - is consistently at work and on time; ensures work responsibilities are covered when absent; arrives at meetings and appointments on time and fully prepared.

Other: Treats people with respect; keeps commitments, exhibits sound and accurate judgment; uses time efficiently; accepts responsibility for own actions; is able to adapt to and deal with frequent change, delays, or unexpected events; effectively manages competing demands; follows instructions, responds to management direction; asks for and offers help when needed.

Education and/or Experience: High School Diploma required some college preferred, CAN or PCA highly desired, must have or be able to attain First Aid and CPR Certification, must be flexible and able to function in a fast-paced environment, basic computer skills, patience and a kind nature are a must

Language Skills- Ability to read and interpret documents such as safety rules, basic instructions, and procedure manuals; ability to write basic sentences, ability to speak effectively ; bilingual highly desirable

Mathematical Skills- Ability to add, subtract; use a thermometer; using measuring cups and spoons

Physical Demands The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently required to stand; walk and sit. The employee must frequently lift and/or move up to 15 pounds.

Work Environment The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. This is a fast-paced environment with a need to manage multiple priorities and a moderate level of noise

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Position Description Review

I have read and understand this position description and its requirements, and acknowledge that I am expected to complete all duties as assigned. I understand that the position functions may be changed from time to time. I will be able to perform the essential functions of this position with or without reasonable accommodation. I understand that if I need an accommodation for this position, I will inform management of my accommodation needs immediately.

Employee Name (Print)	Employee Signature	Date
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Supervisor Name (Print)	Supervisor Signature	Date
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HR Representative Name (Print)	HR Representative Signature	Date
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