

JOB DESCRIPTION

Position: DHILS Administrative Assistant ~ P/T 20 hrs.

Reports To: Director, DHILS

Supervision exercised: None

Company: Center for Living & Working, Inc. (CLW) is located in Worcester, Massachusetts and is a 501 (c)(3) non-profit agency founded in 1975 by a core group of young adults with disabilities. CLW is a consumer-directed, multi-programmed, multifaceted agency, dedicated to the empowerment of all persons with disabilities to live as independently as possible. CLW provides four core services: Advocacy, Skills training, Peer support and Information and Referral.

Exempt or Non-Exempt Status: Non Exempt

Responsibilities:

- Provide all aspects of administrative assistance as needed to ensure a cohesive operation of the DHILS program including: writing/typing meeting minutes, developing new case files, handling closed cases, assisting with answering phone calls (Videophone, TTY or Voice) and proofreading when requested.
- Assist with monthly reviews according to Skills Trainer caseloads and distribute lists to Skills Trainers for follow up.
- Responsible for timely and accurate data entry in WILD, spreadsheets, monthly board and MCDHH reports.
- Acquire, assist and process new consumer referrals via phone calls and enter data into WILD.
- Responsible for filing, copying, mailings, etc. as directed.
- Keep general office files updated and organized.
- Keep the Equipment Loaner Program and Library Loaner Program updated.
- Assist with community outreach and bulk mailings.
- Assist with coordinating the annual income tax program.
- Assist with the location, collection and filing of resource materials to be used in the program.
- Assist with coordinating ASL Classes.
- Other duties as assigned by Director.

Essential Functions:

This position requires fluency in American Sign Language.

This position requires frequent communication with consumers, staff, medical providers and state agencies.

This position requires the ability to understand the requirements of the DHILS program.

This position requires the ability to accurately enter information into database.

This position requires the ability to use office machinery, including calculators.

This position requires frequent bending and the ability to remain in a stationary position for extended periods of time.

This position requires the ability to maintain strict confidentiality.

This position requires the ability to perform typing and filing skills, as well as familiarity with assistive technology including the videophone, TTY and Captel phone, or willingness to learn.

Preferred Qualifications:

Education

High School or equivalent (GED) required; some college preferred.

Experience

1-3 years of administrative/office experience required.

Microsoft Office (Word, Excel, PowerPoint, and Outlook) and database management required.

Possess the ability to:

Work independently and as a team member.

Work effectively with individuals with diverse disabilities and cultures.

Prioritize and meet deadlines.

Problem solve.

Take direction and understand consequences of action.

Familiarity with:

Independent Living issues and philosophy;

MassHealth, state agencies and provider service system available to serve individuals with disabilities;

This job description is subject to change at any time.

Individuals with disabilities strongly encouraged to apply.