Mercy Neighborhood Ministries, Inc.

# *Senior Services Program Assistant*

**Reports to:** Senior Services and Pantry Manager
**Status:** Part Time

**Position purpose:** Works closely with other team members and volunteers to provide support for implementing programs and services conducted by Senior Services and the Community Pantry.

**Qualifications, Skills and Experience Required:**

- Associates Degree preferred
- Minimum of three years' experience working with the elderly or related human service field
- Ability to work in a timely and respectful manner with diverse population in a dynamic environment
- Knowledge of and commitment to the values and mission of MNM
- Capacity to problem-solve, manage multiple activities at once, work well with staff and volunteers
- Proficiency in Microsoft office, client data base software programs and other office equipment in a punctual, accurate manner with minimal oversight
- Physical abilities: reaching, carrying, lifting a minimum of 20 pounds

**Accountabilities and Weighting criteria:**

- Provide direct support and advocacy to include connecting clients with community resources, making phone calls, sending cards to clients, and assisting seniors with benefit recertification including housing, SNAP, and Medicaid. (25%)

- Develop a comprehensive working knowledge of local resources as well as those in surrounding communities. Conduct assessment for clients in need of emergency stabilization with food, housing, benefits and the like. (20%)

- Coordinate with other staff the planning, scheduling and implementing social events for seniors and distribution of gifts for birthday and holiday events. (15%)

- Provide support to MNM's community pantry including helping with pantry organization and inventory, communicating with pantry donors and volunteers, assisting with pantry donation pick up in the Cincinnati area, participating in food deliveries to homebound seniors, as well as assisting with any other tasks as assigned by Pantry Coordinator. (15%)

- Assist with recruiting new senior clients from service neighborhoods. (15%)

- Maintain accurate records and data files for clients per best practices regarding documentation and attend relevant community meetings as needed. (10%)

- Other duties as assigned.

**Please submit resume and cover letter to Aimee Shinkle at ashinkle@mnministries.org**
**Enter "Senior Services Program Assistant" in the subject line of the email.**