



ZION TOWNSHIP

LEADERSHIP • ADVOCACY • RESOURCES

Cheri L. Neal - Supervisor

Job Title	Case Management/Administrative Assistant Support – PART-TIME
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Organization Description

Zion Township is responsible for assisting constituents in accessing resources to improve their quality of life, with the primary purpose being to administer the General Assistance (GA) program.

Every Zion Township staff member is responsible for serving all Zion constituents by any means possible while staying within the law and guidelines governing Zion Township.

Position Details

This is a part-time position (3 days a week – Tuesday, Thursday & Friday). Responsibilities will be divided between case management and working the front desk. Pay rate \$11 - \$14 depending on qualifications.

Job purpose

The Case Management/Administrative Support is responsible for linking available resources to Zion constituents in an effort to aid and address their current situation via meeting with clients and working the front desk. This position will be supervised directly by the lead Case Manager.

Primary responsibilities

- Emergency Assistance appointments with residents
- Process Emergency Transportation Assistance requests
- Keep all FileMaker records up-to-date
- Complete resource appointments for resident services that do not qualify for GA or EA
- Deliver information to clientele with sensitivity to their cultural and socioeconomic characteristics
- Provide back up support to the Administrative Assistant as needed
- Manage front desk, answering calls and directing residents to appropriate resources

Knowledge and Experience

- Associates or Bachelor's degree in Human Services, Social Work or related field from an accredited school or university strongly preferred. Or, five years of social work, counseling or case management experiences
- Strong Mac computer skills including knowledge of Microsoft Word, Excel, PowerPoint, Email providers and databases. Quick learner of technology software
- Excellent written and verbal communication skills
- Ability to perform well in a professional, collaborative team environment
- Handles feedback well
- Relate to and communicate with others well, especially those in crisis situations
- Remain calm and maintain productiveness in stressful situations
- Maintain professionalism when faced with disruptive clients
- Ability to multi-task and meet changing deadlines
- Detail-oriented and works with a high degree of accuracy
- Assist in coordination of events and programs
- Be self-directed and able to complete projects with limited supervision

To apply, please forward your resume to sandra@ziontownship.org or visit Zion Township.

