Position Description
Program Assistant (Full Time)

Job Purpose: This full time position is with the SC Respite Coalition, a statewide non-profit organization, and requires dedication to family caregiver respite, thoroughness, attention to detail and good listening skills. Performs a range of functions including issuing respite care vouchers to family caregivers, providing referrals, registering family caregivers and individual respite providers, documenting and reporting activities.

Primary Responsibilities
- Processes voucher applications in accordance with established guidelines. Issues vouchers and approves reimbursements. Administers and compiles caregiver surveys.
- Answers family caregiver requests and makes appropriate referrals to aging and disability service delivery network.
- Maintains programmatic and fiscal documentation, enters accurately into established systems and balances with state reporting system.
- Performs administrative and outreach tasks to transfer records from DSN boards, and for registration and training of family caregivers and individual respite providers.
- Contacts individual family caregivers and respite providers by telephone, e-mail, or mail as needed to facilitate complete registration and training.
- Communicates requirements for individuals to continue participation in the program.
- Communicates with DSN boards, case managers and fiscal agents, as appropriate.
- Follows up to document that all individuals have completed requirements; e.g., background checks, screenings, updates, registration and training.
- Coordinates with other staff working with families and providers.
- Monitors/updates annual requirements to maintain current registration status.
- Assists with physical and electronic file organization, maintenance and security.
- Enters data in appropriate organizational databases and provides activity reports as needed.
- Perform other duties, as required.

Qualifications
- Education: High School Diploma with 2 years’ experience is required. Bachelor’s degree preferred. Experience will be assessed in lieu of formal post-secondary education.
- Excellent administrative skills with emphasis on accuracy is required.
- Computer: knowledge: MS Office Suite, specifically Excel and Word programs required.
- Excellent oral and written communication skills required.
- Excellent organization and time-management skills and ability to work with minimal supervision required.
- Ability to maintain confidentiality and follow HIPAA protocols is required.
- Non-profit organization experience is preferred.
- Knowledge of aging and disability service delivery system, e.g., SC Department of Disabilities and Special Needs System desirable.

Compensation and Benefits
Salary: $29,000-31,200 annually; Health Insurance Allowance;
Paid Leave: Annual Holidays and Paid Time Off

Send Cover Letter, Resume and 3 references to:
Kathy Mayfield-Smith and Rachal Hatton at: kathy@screspitecoalition.org and rachal@screspitecoalition.org