



SERVICE • SUPPORT • ADVOCACY

AREA AGENCY ON AGING
San Benito & Santa Cruz Counties

FOSTER GRANDPARENT/SENIOR COMPANION PROGRAM
Monterey, San Benito, Santa Clara & Santa Cruz Counties

PROJECT SCOUT

FALLS PREVENTION PROGRAM

Tax Counseling Assistance

Training, Assessment & Emergency Response Systems

Seniors Council
Project SCOUT
Program Specialist
Bilingual English-Spanish Required

JOB ANNOUNCEMENT

The Seniors Council of Santa Cruz and San Benito Counties is recruiting for the position of Project SCOUT Program Specialist. The Program Specialist works under direct supervision of the Seniors Council Project SCOUT Program Director providing administrative and program support for the Director and tax preparation volunteers.

The Program Specialist will work a flexible schedule of 30 or more hours per week. Additional hours from February to May are a high priority. The Program Specialist will assist with tax related questions, screening for appointments, program recruitment, and training and placement of Project SCOUT volunteers at volunteer sites throughout Santa Cruz and San Benito Counties. Project SCOUT will also assist eligible seniors in applying for CalFresh benefits in the future.

Duties:

- Collaborates closely with Program Director on a daily basis and is in frequent communication with program volunteers, community partners and stakeholders, as well as IRS and Franchise Tax Board Specialists.
- Conducts intake interviews of clients.
- Schedules appointments.
- Makes entries and maintains program files, hard copy and electronic.
- Responds quickly and accurately to phone and email communications. Forwards communications intended for other volunteers and staff quickly to ensure problems can be resolved efficiently and questions received a timely response.
- Prepares, organizes and arranges materials necessary for training sessions and volunteer outreach.

234 Santa Cruz Avenue • Aptos, California 95003 **www.seniorscouncil.org**
PHONE: AAA – (831) 688-0400 • FG/SCP – (831) 475-0816 • SCOUT – 1-877-373-8297 • FAX: (831) 688-1225

SUPPORTED BY FEDERAL, STATE & LOCAL GOVERNMENTS, FOUNDATIONS, THE UNITED WAYS OF
MONTEREY, SAN BENITO, & SANTA CRUZ COUNTIES & YOUR PRIVATE DONATIONS

- Supports volunteers by monitoring materials and supplies for tax sites or for remote assistance.
- Attends meetings, collects data and prepares reports as necessary.
- Assists with Volunteer Recognition and other special events.
- Assists clients in completing and filing CalFresh benefit applications.
- Prioritizes work tasks using common sense and logical decision-making that shows a willingness to take responsibility for decisions and actions.
- Exhibits a willingness to ask questions and request direction from the Program Director whenever unsure of the correct way to proceed with any project, assignment or task.
- Exercises good interpersonal skills that result in positive relationships between team members by demonstrating an effort to get along well with co-workers, both in English and Spanish. Contributes new ideas, is self motivated and assists others where and when needed.
- Presents a positive attitude and works diligently at learning new work situations.
- Communicates effectively and respectfully with people from different racial, ethnic and cultural groups and from different backgrounds and lifestyles; demonstrates a knowledge of and sensitivity to their needs. Treats clients, staff, and stakeholders with respect and courtesy.
- Performs other duties as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of:

- Use of MS Office and other software including E-mail, MS Word, and Excel. Use of Google Drive and its different functions such as sheets and cloud-share.
- Customer service practices.
- Client intake, setting up appointments in calendar, and office phone etiquette.
- Record keeping procedures and the basic reporting requirements of non-profit organization.
- Experience as a volunteer and/or working with and supporting volunteers.
- Prefer knowledge of non-profit social service agencies, with a focus on services to seniors, disabled, low-income, and non-English proficient populations.

Skills and Abilities:

- Work cooperatively with others at multiple organizational levels
- Highly organized
- Independently motivated toward continuous improvement
- Ability to learn and interpret complex regulations and policies

- Follow written and verbal direction
- Ability to multi-task
- Possession of a vehicle and a valid California Driver's License

Training and Experience:

- Minimum two years increasingly responsible experience in program administration and/or volunteer management in a non-profit or social service agency, or
- Any combination of education and experience that has prepared the candidate to successfully master the responsibilities of the Program Specialist as outlined above. B.A. or equivalent practical experience in the human services field, or
- A combination of educational and professional experience equivalent to the above two criteria.
- COVID-19 vaccination required.

Salary and Benefits:

Starting Salary: Up to \$21.53 per hour with qualifying skills and/or experience.

Full-time permanent position; 30+ hours per week.

Healthcare, Dental and Vision plans paid by the Seniors Council. Agency contributes 5% of employee salary to employee's 403b retirement plan.

Paid vacation, sick time, and 13-1/2 annual holidays.

Application Process:

Submit a letter of interest, three references we may contact, and a resume to:

Project SCOUT Director, Seniors Council
234 Santa Cruz Avenue
Aptos, CA 95003

Attention: Program Specialist Recruitment

Electronic Applications may be sent to: eduardos@seniorscouncil.org & brittb@seniorscouncil.org

Application Deadline:

Open until filled. Applications reviewed weekly for potential closure of recruitment process.