



Position Available: Benefit Access and Employment Program Assistant

Location: Akron/Cleveland, Ohio

Pay Rate: Based on qualifications

Asian Services In Action (ASIA) is a growing non-profit multi-services agency with two sites (Akron and Cleveland) serving predominantly low-income, underserved, limited English-speaking Asian American and Pacific Islander (AAPI) immigrant and refugee populations of all ages. Our mission is to empower AAPIs in Northeast Ohio to enhance their well-being, build their communities and to improve their self-sufficiency through culturally and linguistically relevant information and services.

ASIA, Inc. has an opening for a Education and Workforce Development Program Coordinator in the Akron office. Duties and responsibilities are listed below:

DUTIES AND RESPONSIBILITIES

POSITION DESCRIPTION: Under the supervision of the Program Manager and Program Coordinator of Sustainability Services, the Program Assistant is responsible for outreach to individuals provide assistance and access to community-based supports, skills training, employment and resources and follow up clients' cases. The basic responsibilities of the Program Assistant include the following

1. Coordinates all customer intake, including outreaching to newcomer individuals and families, and assumes responsibility for customer from intake and retention until case termination. This includes:
 - a. performing outreach as necessary/desired/directed;
 - b. ensuring that customers are aware of eligibility of services;
 - c. assisting customers in filling out and completing application and paperwork as necessary;
 - d. maintaining accurate and complete client files by documenting and verifying eligibility, qualifications, file set-up and internal file compliance as directed by program policies and procedures manual and contract specific procedures and requirements;
 - e. providing regular, continuous follow-up in a time-sensitive manner until case termination; and
 - f. notifying customer of case termination.
2. Enrolls customers in appropriate and necessary trainings and tracking completion of program segments, as well as communicating progress with the customer
3. Conducts assessment of client needs and communicates needs to management
4. Refers clients to other ASIA's programs as necessary and appropriate
5. Refers clients to other community resources as necessary
6. Participates in staff meetings
7. Provides written and verbal translation as directed by supervisor
8. Participates in departmental planning
9. Performs other related activities, as required, to assure program/departmental success

MINIMUM QUALIFICATIONS

1. Two year degree preferred, HS diploma or GED required.
2. Strong customer service or marketing background required.
3. Strong networking skills especially in non-traditional ethnic settings. Bilingual required.
4. Excellent communication, organizational, and problem solving skills.
5. Experience in public health, nonprofit or related field.
6. Excellent verbal and written communication skills.
7. Valid Ohio State Driver's License and must pass a criminal background check.
8. ***Bilingual Preferred***

CONTACT

Please send cover letter and resume to: Susan Wong Chief Program Office
(susan.wong@asiahio.org)

Open until filled.