



Maryland

Neighbors Helping Neighbors

Job Description

Title: Member Care Program Assistant
Reports to: Member Care Director
Pay: Based on experience
Status: Non-Exempt

About the Organization: Partners In Care Maryland, Inc. (PIC) is a 501c3 non-profit organization whose mission is to empower older adults to age in the community through a unique culture of service exchange. Established in 1993, PIC provides neighborly, niche services such as transportation, handyman repairs, social gatherings, and case management services to ensure that our older neighbors continue to age in their own homes safely, independently, and with dignity. This position empowers older adults to remain independent in their homes by:

- Supporting the Member Care coordinator in program planning, policies, and procedures.
- Providing supportive coverage for the phones and day-to-day operations in the Member Care Office.
- Attending training to develop relevant knowledge and skills.
- Coordinating Social Learning opportunities to enrich the lives of our members and build community.
- Mentoring our Warm Houses to promote social contact and community building.
- Promoting PIC programs in the community where needed.

Responsibilities: Offer assistance in the Member Care office with membership inquiries, case management calls, and associated paperwork. Maintain the database regarding member care entries. Mentor other sites in developing Member Care services, specifically, Warm Houses and Social Learning events. Mentor Member Care volunteers to provide assistance to member care programs. Provide outreach support and conduct member interviews as needed. Network in the community to build partnerships and in-kind donations. Conduct surveys and organize data for reporting on grants that fund member care services. This is a grant-funded position.

Qualifications:

- Nonprofit experience preferred.
- Basic understanding of the aging process and a genuine interest in assisting the elderly to stay in their own homes and communities.
- Skill with general office software (MS Office), databases, and office equipment is required.
- Ability to manage multiple projects and associated resources.



8151-C Ritchie Hwy. Pasadena, MD 21122

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410-544-8400



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- Self-starter, team player, and strong organizational and communication skills.
- A background check is required.

Comments: E.E.O.C. Excellent benefit package that includes medical, dental, life, 403(B), and more. Interested Candidates should forward a cover letter and resume to careers@partnersincare.org with the job title in the subject line or mail to Partners In Care at 8151-C Ritchie Hwy, Pasadena, MD 21122.



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