COASTAL COMMUNITY ACTION PROGRAM



101 E. Market Street

Aberdeen, WA 98520

**JOB DESCRIPTION**

**PROGRAM:** Protective Payee Program **TITLE:** Payee Assistant

**JOB CLASSIFICATION:** Assistant

**STARTING SALARY RANGE:** $16.63 - $18.44 per hour + Benefits

**DEPARTMENT:** Social & Employment Services

**IMMEDIATE SUPERVISOR:** Social and Employment Department Manager

**SUMMARY DESCRIPTION:** This position is responsible to assist the Payee Coordinator with data entry, documentations, answering phones, filing, assisting customers, and providing customer service to the beneficiaries we serve in the program.

**FUNCTIONAL RESPONSIBILITIES:**

1. Maintains regular communication with clients (in-person or by phone), community partners, funders, and co-workers.
2. Performs program orientations to educate and inform applicants of program requirements and   
   responsibilities.
3. Provides specialized case management services related to budgeting of finances.
4. Completes all required documentation, including but not limited to progress reports, client   
   eligibility, enrollment, tracking and related documentation.
5. Documents all client' contacts, maintains records and updated rosters, collects   
   data and prepares reports as mandated by the program procedure within agency   
   standards and timeframes.
6. Maintains monthly paperwork and reporting as required.
7. Coordinates with staff and other agencies to ensure positive community working relationships
8. Respects clients and co-workers as worthwhile individuals and maintains client confidentiality
9. Administer funds of clients in accordance with Social Security Regulations.
10. Remain familiar with client’s/beneficiary’s needs.
11. Administer funds in a manner that ensures the Social Security benefits are best utilized for client’s personal care and well-being.
12. Ensure data entries are completed in a timely manner and accurate.
13. Act as liaison with client’s creditors when authorized and needed.
14. Participates in other CCAP functions as directed.
15. Other duties as assigned.

**PREFERRED QUALIFICATIONS:**

1. Demonstrated ability to provide an encouraging and supportive atmosphere for the beneficiaries.
2. Ability to organize own time for work
3. Excellent written/oral communication, organizational, and time management skills in maintaining accurate client files and financial spreadsheets
4. Experience in mental health, and/or chemical dependency support, preferred, not required.
5. Working knowledge of Microsoft Office Suite software
6. Ability to work independently and in a team.
7. Contributor to a positive work environment and culture
8. High School Diploma or GED
9. Ability to pass and maintain a back ground check.

**LOCATION/WORKING HOURS:** Primarily working in our Olympia office with some travel to our Aberdeen office.

Mon – Fri 8am to 5pm with lunch hour 12-1pm

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| **It is the policy of Coastal Community Action Program to assure that no individual be excluded from employment or employment opportunities on the grounds of race, color, age, sex, religion, national origin, marital status, or presence of sensory, mental or physical handicap, or Vietnam era and disabled veterans, or be denied the benefits of any of the agency’s employment opportunities or delegate or contracted project agency.** |