



## CENTER FOR LIVING & WORKING, INC.

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### **Deaf & Hard of Hearing Independent Living Services Administrative Assistant** **Part-time – 20-hours per week**

Center for Living & Working, Inc. (CLW) is located in Worcester, Massachusetts and is a 501 (c) 3 non-profit agency founded in 1975 by a core group of young adults with disabilities. CLW is a consumer-directed, multi-programmed, multifaceted agency, dedicated to the empowerment of all persons with disabilities to live as independently as possible. CLW provides five core services: Advocacy, skills training, peer support, information and referral and transitions.

CLW is looking for a **Deaf / Hard of Hearing Administrative Assistant** to join our DHILS Department.

#### **Responsibilities:**

- Provide all aspects of administrative assistance as needed to ensure a cohesive operation of the DHILS program including writing/typing meeting minutes, developing new case files, handling closed cases, assisting with answering phone calls (Videophone, TTY or Voice) and proofreading when requested.
- Assist with monthly reviews according to Skills Trainer caseloads and distribute lists to Skills Trainers for follow up.
- Timely and accurate data entry in WILD, spreadsheets, monthly board and MCDHH reports.
- Acquire, assist and process new consumer referrals via phone calls and enter data into WILD.
- Responsible for filing, copying, mailings, etc. as directed.
- Keep general office files updated and organized.
- Keep the Equipment Loaner Program and Library Loaner Program updated.
- Assist with community outreach and bulk and regular mailings.
- Assist with coordinating the annual income tax program.
- Assist with the location, collection and filing of resource materials to be used in the program.
- Assist with coordinating ASL Classes.
- Provide services to consumers when requested and as needed
- Other duties as assigned by Director.

A non-profit, Independent Living Center serving people with disabilities in Central Massachusetts

• Independent Living Services • Personal Care Management Services • Deaf & Hard of Hearing Independent Living Services • Transitional Services

**Essential Functions (requirements):**

- Fluency in American Sign Language.
- Frequent communication with consumers, staff, medical providers and state agencies.
- Ability to understand the requirements of the DHILS program.
- Ability to accurately enter information into database.
- Ability to use office machinery, including calculators.
- Frequent bending and the ability to remain in a stationary position for extended periods of time.
- Ability to maintain strict confidentiality.
- Ability to perform typing and filing skills, as well as familiarity with assistive technology including the videophone, TTY and Captel phone, or willingness to learn.
- Travel to meet with consumers in their homes or in the community.

**Preferred Qualifications:****Education**

- High School or equivalent (GED) required; some college preferred.

**Experience**

- 1-3 years of administrative/office experience required.
- Microsoft Office (Word, Excel, PowerPoint, and Outlook) and database management required.

**Possess the ability to:**

- Work independently and as a team member.
- Work effectively with individuals with diverse disabilities and cultures.
- Prioritize and meet deadlines.
- Problem solve.
- Take direction and understand the consequences of action.

**Familiarity with:**

- Independent Living issues and philosophy.
- MassHealth, state agencies and provider service system available to serve individuals with disabilities.

**Physical Requirements:**

- Prolonged periods of sitting at a desk and working on a computer.
- Must be able to lift up to 15 pounds at times.

**Benefits offered:**

- 403(b) Retirement with employer matching contribution
- Paid Sick Time
- Paid Parking
- Mileage Reimbursement
- Training Opportunities

**Pay:** \$17.50 per Hour

**\*\*\* Individuals with disabilities are strongly encouraged to apply. \*\*\***

For more information about CLW visit our website at [www.centerlw.org](http://www.centerlw.org)

Submit your resume to Emily Patton at [epatton@centerlw.org](mailto:epatton@centerlw.org).

AA/EOE.