



## PEARLS PROGRAM SUPPORT SPECIALIST

A part-time PEARLS Program Support Specialist is needed for the General Counseling Services Program to prepare and coordinate, in a confidential manner, all client intake information including personal and case management related information. This position also provides appointment scheduling to individual clients of the Center and office assistance and support to program participants, case managers and counselors of the PEARLS program for older adults.

The **PEARLS Program Support Specialist** duties include:

- Provides scheduling and intake services for the PEARLS Program
- Provides excellent customer service within the department, throughout the Agency, and in all interactions with the community in person and on the telephone
- Provides information and referrals for participants and program partners
- Develops and maintains effective working relationships with other agencies and community groups
- Assists in follow-up case management with participants as requested
- Maintains marketing material copies for department use
- Participates in department strategic and operational planning
- Maintains ETO database accurately and enters data in a timely manner

### **Education and Experience Requirements:**

High school diploma with some college (45 hours); Case Management/Experience working with Older Adults mandatory; Bilingual (English/Spanish) preferred; Minimum one year's office experience answering multi-line phone systems, data entry, maintain filing system, use copier/printer systems, excellent communication skills.

### **E-mail current resume and cover letter to:**

Sherri Chapel-Pratt, Director of General Counseling Services

[spratt@womenscentertc.org](mailto:spratt@womenscentertc.org)

SUBJECT LINE: PEARLS Program Support Specialist