



Job Title: Program Aide (PA)
Program/Dept.: Adult Day Health Care (ADHC)
Classification: Regular, Full-Time/Non-Exempt
Salary Range: \$16.00/Hourly
Reports to: Program Director
Location: 4879 E. Kings Canyon Road, Fresno, CA 93727
Date: February 22, 2024

1. AGENCY

The Fresno Center (TFC) is a non-profit organization that was established in the past 30+ years, serving the community of Fresno County. TFC offers 20 different support services that include mental health, wellness, and healing, from immigration to education advocacy to clinical behavioral services to holistic wellness services. TFC is the one-stop shop that promotes cross-cultural understanding and cultural preservation. Eight of our 20+ programs focus on mental health services (Horticultural Therapeutic Community Centers Program, Living Well Center, Holistic Wellness Program, California Reducing Disparity Project, Central Valley Regional Center Latino and Southeast Asian Navigator Program, and Kaiser Community Benefits Program). Our motto is to “Inspire, Empower, and Cultivate”. Our commitment is to equip staff with the best training and practices to develop and maintain client loyalty and be the employer of choice in the Central Valley.

The Fresno Center’s Mission Statement: To assist individuals in becoming self-sufficient, self-fulfilled and productive members of the community while fostering cultural preservation and promoting cross cultural understanding.

The Fresno Center’s Vision: The Fresno Center will be a champion for positive change through empowerment, education, and collaboration.

2. THE PROGRAM

TFC ADHC is a licensed adult facility that is approved by the state to provide a medical model of care to Medi-Cal beneficiaries through an out-patient day program for older persons and adults with chronic medical, cognitive, or mental health conditions and/or disabilities that are at risk of needing institutional care.

TFC ADHC provides a variety of licensed professionals, including nurses, social workers and physical, speech and occupational therapists, focusing on medical, preventive, and social care to improve health outcomes for high cost / high risk patients. Also provided are activities, personal care, hot meals, nutritional counseling, and transportation to and from the center.

The objective is to restore or maintain optimal capacity for self-care to frail elderly persons or adults with disabilities; and delay or prevent inappropriate or personally undesirable institutionalization. TFC ADHC emphasizes partnership with the participant, the family and/or caregiver, the primary care physician, and the community in working toward maintaining personal independence.

The position is contingent upon continued funding. The Fresno Center will not be responsible in any manner for terminations which are due to the defunding of Federal or State Contracts/Grants. The Fresno Center is at-will and may be terminated by you or the company at any time regardless of the end date of the Federal or State Contracts/Grants.

3. POSITION SUMMARY

Under the direct supervision of the Activity Coordinator, other staff supervisors, or members of the multidisciplinary team, the Program Aide is responsible for performing basic program services/assigned tasks.

4. JOB DUTIES & RESPONSIBILITIES

- 4.1. Perform basic program duties as required by the Activity Coordinator, other staff supervisor(s), or members of the multidisciplinary team
- 4.2. Present at the work site or center during program hours or services, 8:30am-2:30pm and/or as needed
- 4.3. Assist with provision of personal care services to participants, under the supervision of the center RN



- 4.4. Assist with physical and/or occupational therapy maintenance therapy services when trained by the physical and/or occupational therapist, and documenting all services provided on the same day these services are provided
- 4.5. Arrange appointments for participants outside the center
- 4.6. Assist transportation providers in helping participants get to and from the center
- 4.7. Prepare the meals delivered by the food service company for distribution and serving the meals to the participants
- 4.8. Assist participants during the meals as necessary
- 4.9. Perform other duties as required or deemed necessary by the Administrator, PD, and their immediate supervisor(s)
- 4.10. Depending on the aide(s) duties, he/she will report to their assigned supervisor(s) by the PD

5. MINIMUM QUALIFICATIONS:

- 5.1. Must have transportation and a valid California Driver's License
- 5.2. Clean DMV record and valid vehicle insurance
- 5.3. Must pass background check/Live Scan and Drug Test
- 5.4. Commitment to the mission and values of the agency,
- 5.5. Committed to community building and development,
- 5.6. U.S. citizen or lawful permanent resident
- 5.7. Provide a health examination, signed by a physician
- 5.8. Must have TB clearance within 12 months prior to employment and maintain clearance annually thereafter
- 5.9. Must acquire CPR certificate within 6 months of employment
- 5.10. Able to speak, read and write English fluently
- 5.11. Physically capable both of performing the required duties and of assisting frail elderly and disabled adults, as necessary
- 5.12. Excellent case management, mentoring, coaching, and group management skills
- 5.13. Strong organizational skills with strong attention to detail
- 5.14. Effective time management skills
- 5.15. Ability to handle multiple priorities
- 5.16. Candidates must maintain confidentiality and demonstrate a high degree of integrity

6. COMPETENCY:

- 6.1. Strong leadership skills
- 6.2. Fluent in a Southeast Asian Language - Bilingual in Hmong language preferred
- 6.3. Knowledgeable of healthcare programs: Covered California and Medical
- 6.4. Prior knowledge and experience of governmental systems and policy changes
- 6.5. Ability to inspire, empower, and cultivate self and others,
- 6.6. Ability to adapt to various environments.
- 6.7. Strong leadership skills,
- 6.8. Ability to inspire others,
- 6.9. Ability to maintain motivation to achieve goals while dealing with challenges.

7. SUPERVISORY RESPONSIBILITIES:

This position has no direct reports, no level of supervision.

8. PERSONAL QUALITIES

- 8.1. Accountable
- 8.2. Diligent and organized
- 8.3. Ethical and loyal
- 8.4. Punctual
- 8.5. Flexible
- 8.6. Problem-solver
- 8.7. Creative
- 8.8. Honest



9. WORK ENVIRONMENT:

- 9.1. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.
- 9.2. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

10. TYPICAL WORKING CONDITIONS:

- 10.1. The office setting is a normal environment.
- 10.2. Occasionally work during early morning, evening, or weekend.
- 10.3. May be subject to temperature variances in the office.
- 10.4. The noise level in the work environment is usually moderate but may become excessively loud with the increased patient flow during a busy day.

11. TYPICAL PHYSICAL DEMANDS.

- 11.1. Requires sitting, standing, or walking for up to eight hours a day.
- 11.2. Some bending, stretching, or reaching may be necessary.
- 11.3. Lifting to 40 pounds may be required on occasion.
- 11.4. Vision must be correctable to 20/20
- 11.5. Hearing must be in the normal range for telephone contact.

12. POSITION TYPE AND EXPECTED HOURS OF WORK:

- 12.1. Full-time, typical work hours are between 8:00 am to 5:00 pm, Monday to Friday
- 12.2. Evenings and weekends as needed.

13. TRAVEL:

- 13.1. Travel time is expected for the position. Travel time includes travel to meetings, off-site training, or between job sites, as needed, locally.
- 13.2. Individuals may also be expected to use their own vehicle to travel and with mileage reimbursement.
- 13.3. A company car may be used when transporting a client to and from his or her placement, or field activities.

14. REQUIRED EDUCATION AND EXPERIENCE:

- 14.1. Minimum of HS diploma or GED preferred.
- 14.2. Willing to and capable of performing the tasks assigned by immediate supervisor(s) and/or the Program Director.
- 14.3. Demonstrate competence in helping others by producing work history and/or references to verify competence.
- 14.4. Qualified by education, training and/or experience to meet the needs of the program and perform duties assigned.

15. PREFERRED EDUCATION AND EXPERIENCE:

- 15.1. Experience working with adults 18 or older with chronic medical, cognitive, or mental health conditions and/or disabilities that are at risk of needing institutional care.

16. BENEFITS:

- 16.1. Medical, vision, and dental coverage.
- 16.2. Life insurance coverage at annual salary.
- 16.3. Sick leave, per personnel policy.
- 16.4. 401k retirement plan, after completion of 90 days of employment; potential 3% match.
- 16.5. Vacation, per personnel policy
- 16.6. Holidays per personnel policy

17. Affirmative action plan/Equal employment opportunity (AAP/EEO):

It is the policy of The Fresno Center to provide equal employment opportunities without regard to race, color, religion, sex, national origin, age, disability, marital status, veteran status, sexual orientation, genetic information or any other protected characteristic under applicable law. This policy relates to all phases of employment, including, but not limited to, recruiting, employment, placement, promotion, transfer, demotion, reduction of workforce and termination, rates of pay or other forms of compensation, selection for training, the use of all facilities, and participation in all company-sponsored employee activities.



Provisions in applicable laws providing for bona fide occupational qualifications, business necessity or age limitations will be adhered to by the company where appropriate.

As part of the company's equal employment opportunity policy, The Fresno Center will also take affirmative action as called for by applicable laws and Executive Orders to ensure that minority group individuals, females, disabled veterans, recently separated veterans, other protected veterans, Armed Forces service medal veterans, and qualified disabled persons are introduced into our workforce and considered for promotional opportunities.