



**TITLE: Program Assistant/Case Manager, SCSEP Boston/Middlesex Offices**

**REPORTS TO:** Suffolk County Regional Manager

**POSITION RESPONSIBILITIES:**

**ESSENTIAL FUNCTIONS:**

The overall mission of the Operation ABLE (OA) based Program Assistant (PA) is to support Senior Community Service Employment Program (SCSEP) participants per required program rules and guidelines. SCSEP is a Department of Labor funded workforce development training program for income eligible individuals 55 years or older. Program participants must reside in one of the following counties, Essex, Middlesex, Suffolk, and Norfolk counties in Massachusetts, and all counties of New Hampshire.

The PA maintains positive relationships with SCSEP staff, program participants, and related host agencies and organizations. The PA maintains and develops relationships with agencies and organizations providing support and auxiliary services.

**SPECIFIC RESPONSIBILITIES:**

1. To conduct outreach and serve as a liaison with staff at diverse community, human service, and governmental organizations.
2. Provide information and intake to potential participants to determine eligibility for SCSEP programs. Follow-up as needed to recruit potential participants.
3. Provide case management under the guidance of the Regional Manager to enrolled participants and training to site supervisors. Anticipate program adjustment factors, maintain contact with all related program staff members, and be proactive in checking in with participants about progress, attendance, and individual concerns.
4. Meet regularly with enrolled participants to discuss employment plans, provide counseling, job matching assistance, and help with unsubsidized job search. Insure the participants develop resumes in timely fashion to market to employers and implement job search.
5. Produce timely and accurate paperwork which includes employment plans, re-certifications, and other required documentation for continued enrollment in SCSEP.
6. Track data and prepare reports for assigned enrollees and training sites as needed for program oversight and performance. Other duties as requested.

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**CAREER OPPORTUNITY**  
Senior Community Service Employment Program\* Team



**SKILLS AND EXPERIENCE:**

- Experience with mature and low-income populations
- Mature, enthusiastic; possess excellent communication and interpersonal skills.
- Able to build ongoing working relationships with diverse constituents.
- Good writing skills, attention to detail, possess organizational skills, and able manage multiple responsibilities.
- Flexible, good sense of humor, able to work as a team member.
- Must be computer literate, able to use the internet.

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**ORGANIZATION:** Operation ABLE of Greater Boston, a 501c(3) organization, is the only workforce development organization in the region that targets its services to meet the needs of the mature worker. The agency's mission is to provide employment and training opportunities to job seekers of all ages with a priority of serving the mature worker. ABLE is equally committed to servicing Massachusetts employers by providing well-qualified candidates to meet their employment needs and by training employees so they can be as productive as possible at their jobs.

**Please send a resume and cover letter to:**

**Debra Delman**  
**Program Director - Senior Community Service Employment Program**  
ddelman@operationable.net  
Operation ABLE of Greater Boston, Inc.  
98 N Washington Street,  
Suite 200, Boston, MA 02114  
Phone: 617.542.4180, FAX: 617.542.4187

**Operation ABLE of Greater Boston, Inc.**  
**CAREER OPPORTUNITY**  
**Senior Community Service Employment Program\* Team**



*The Senior Community Services Employment Program (SCSEP) is a Department of Labor-funded community service training program for economically disadvantaged adults 55 years or older. Program participants receive a training stipend equal to the state minimum wage while assigned part-time to a local 501(c)(3) nonprofit organization or government agency. Participants have the opportunity to enhance their job skills and gain current work experience as they pursue unsubsidized employment opportunities during the program period. Operation ABLE administers the SCSEP program in Essex, Middlesex, Suffolk, and Norfolk counties in Massachusetts, and all of New Hampshire.*

*The Senior Community Service Employment Program by the US Department of Labor as an award of \$5,907,536 including a NH Bureau of Economic Affairs sub-grant and \$590,530 in non-federal support with \$0 state and local government funds.*

*Operation ABLE SCSEP is an equal opportunity program. Auxiliary aids and services are available upon request to individuals with disabilities; Video relay calls are welcome.*