



Tempe Community Action Agency

PROGRAM CASE AIDE

Job Description

Purpose: The Programs Case Aide provides administrative, operational, and participant service support across Tempe Community Action Agency programs. This role assists program staff in delivering services, maintaining program documentation, coordinating participant support activities, and ensuring smooth daily program operations.

The Case Aide may support multiple agency programs including housing stability initiatives, community resource programs, and emergency shelter services such as I-HELP. Responsibilities include assisting participants with program processes, maintaining accurate records, supporting program logistics, and helping ensure a safe and welcoming environment for participants and partners.

This position works closely with program staff, community partners, volunteers, and participants to help ensure efficient service delivery and positive participant experiences.

Supervision Received and Exercised:

Receives general supervision from the Program Manager or designated Program Supervisor.

Essential Functions: Duties include, but are not limited to the following:

Participant and Customer Support

- Greet participants, visitors, and partners and provide program information and assistance.
- Respond to phone calls, emails, and in-person inquiries regarding agency programs and services.
- Assist participants with completing program forms, applications, and required documentation.
- Provide guidance on program requirements, service processes, and available resources.
- Prepare participant packets and informational materials.
- Support participant engagement and help address basic service requests.
- Maintain professional and participant-centered communication at all times.

Program Operations Support

- Assist staff with daily program operations including scheduling, service coordination, and logistical support.
- Maintain organized participant files, documentation, and data entry in agency databases and tracking systems.
- Scan, upload, and manage program documentation in accordance with agency standards.
- Assist with maintaining program supply inventories and restocking materials.
- Help prepare spaces and materials for program activities, meetings, or participant services.
- Support program activities, orientations, workshops, and outreach events as needed.

Shelter and I-HELP Program Support

- Provide operational support for emergency shelter services, including the I-HELP program.
- Assist with participant intake, basic documentation, and service coordination related to shelter services.
- Help maintain shelter supplies, equipment, and program materials.
- Support logistics related to shelter site operations including set-up, breakdown, and program coordination.
- Monitor program spaces and report safety or facility concerns to program staff.
- Assist participants with maintaining shared program spaces and completing assigned responsibilities when applicable.

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- Participate in staff meetings, trainings, and collaborative efforts with community partners.

Administrative and General Support

- Maintain accurate records and timely reporting of program activities.
- Assist with data collection and reporting requirements in accordance with agency and funding guidelines.
- Maintain organized workspaces and support overall program operations.
- Perform other duties as assigned to support agency programs.

General Requirements:

- Assist with trailer set-up and closure on-site.
- Serve as a back up driver for trailer moves and set ups at shelter sites.
- Support participant adherence to completing chores.
- Adhere to agency, shelter, and contract standards and requirements.
- Assist with other duties as needed and appropriately assigned.
- Provide excellent participant service and maintain professional conduct in all communications.
- Maintain an established work schedule with self-direction and responsibility.

Qualifications:

- Sensitivity to the culture and socioeconomic backgrounds of disadvantaged individuals.
- Passion for delivering quality service and improving participant experiences.
- Courteous with strong customer service orientation.
- Effective organizational and scheduling skills.
- Excellent multitasking abilities.
- Proficient typing skills and intermediate MSOffice and database experience.
- Bilingual in English/Spanish desired.
- Able to lift up to 50 lbs.

Education/Experience:

- A minimum of one-year related work history in a human service setting, demonstrating dependability, initiative, flexibility, and ability to follow directions.
- High school diploma or GED equivalent.

License and Certification:

- Arizona Driver's License and a vehicle for job-related use if needed.
- Vehicle insurance and registration.
- Level 1 fingerprint clearance card is required.
- Ability to meet background check clearance requirements.

Status: Full-time, non-exempt

Schedule: Monday - Friday 9:30am-7:30pm

Compensation: \$16.50 per hour

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Benefits:

At TCAA, we believe that our employees are our greatest asset. To show our commitment to their well-being and professional growth, we offer a comprehensive benefits package designed to support and enhance work-life balance. Our key benefits and perks for most positions include, but aren't limited to:

- 14 paid holidays annually
- Accrued vacation and sick time that increases with tenure
- Medical, dental and vision insurance including PPO and health savings account options, with employee medical premiums covered at 100% by TCAA
- Life insurance, disability benefits, accident coverage, and retirement
- Employee Assistance Program
- Simple IRA with company match
- Annual merit-based Increases after 9 months of employment
- Flexible work schedules and hybrid options for certain positions
- Paid time off to volunteer
- Reimbursement of background clearance costs for entry-level positions

TCAA is committed to fostering, cultivating, and preserving a culture of diversity, equity and inclusion and an environment where every employee feels valued and empowered to bring their whole selves to work. The collective sum of the individual differences represents a significant part of our culture, reputation, and achievements. We believe that together, we can achieve greatness by embracing our differences and working collaboratively towards a common purpose.

We're eager to meet people that believe in our mission and can contribute to our team in a variety of ways - not just candidates who check all the boxes. We consider an equivalent combination of knowledge, skills, education, and experience to meet minimum qualifications. If you are interested in applying, we encourage you to think broadly about your background and skill set for the role. We want people to feel comfortable expressing their true selves and to come, stay, and do their best work here.

To apply, send a current resume to humanresources@tempeaction.org

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