

303 Homestead Avenue  
Holyoke, MA 01040  
413.538.7000

Financial Aid Office  
P: 413.552.2150  
F: 413.552.2192

**Federal Work Study  
Job Description Form**

**Job Title:** Refugee Client Program Assistant

**Desired No. of Hires:** 1

**Department or Organization:** Ascentria Care Alliance

**Address (Off campus only):** 94 N. Elm Street Suite 401 Westfield, MA 01085

**Supervisor:** Michele Snizek

**Designee:** Margaret Downing

**Site Supervisor:** Natalie Baker/Liliya Pantus

**Office:** Campus Center 102A

**Office:** Campus Center 102G

**Phone:** 413-552-2268

**Phone:** 413-552-2557

**Phone:** 508-562-6015 x414/x422

**Email:** [msnizek@hcc.edu](mailto:msnizek@hcc.edu)

**Email:** [mdowning@hcc.edu](mailto:mdowning@hcc.edu)

**Email:**

**General Job Description:**

Assist the "Pre-Arrival Team" with refugee resettlement/intake process with new client arrivals. Assist Legal Services Department with administrative tasks.

**Detailed List of Duties:**

Translation on home visits. Meet with clients. Internal office assistant providing administrative support to Legal Services Dept. with paperwork, maintaining files, maintaining database, translation/interpretation services when needed. Bilingual English & Nepali.

**Opportunities for Advancement:** *Please list those duties an employee can expect to learn in terms of job growth, if rehired.*

Explore opportunity to assist Ascentria Care Alliance with new branding and marketing with recent name change; redesign brochures; develop packet for volunteers designed to attract and train new volunteers.

**Responsibility Involved:** *Consider responsibility for direction of others, service to the public, equipment or materials used, and the amount of confidentiality required.*

Service to the public. Must adhere to HIPAA. Familiarity with computer programs for marketing.

**Skills and/or previous experience desired:**

Skills/interest in Graphic Design

**Amount of supervision required:**

Regular     Occasional     Minimal

*Student employees are not permitted to work without any supervision.*

**Hours desired to cover (evening, weekend, etc.):**

**How to Apply:** Contact Margaret Downing, listed above.

**Completed and Submitted By:**

Natalie Baker/Liliya Panyus  
Print Name of Supervisor

\_\_\_\_\_  
Title

April 20, 2017  
Date