

## Helpline Counselor Job Description

**National Asian Pacific Center on Aging (NAPCA)**, a 41 year old national non-profit that has been preserving and promoting the dignity, well-being, and quality of life of Asian American Pacific Islanders (AAPI) and diverse communities is searching for a **Helpline Counselor** who is fluent in Mandarin and Cantonese, Vietnamese, or Korean. This position is part-time and will be responsible for receiving and responding to phone calls, voice messages, or emails from community members in need of assistance with finding resources or completing applications for benefits and more. The ideal candidate must be an excellent communicator and problem solver with a strong desire to help and serve older adults, especially those experiencing language barriers. This position reports to the Community Resource Manager and will be a hybrid of remote and on-site as needed.

### Key Responsibilities of the Helpline Counselor:

- Provide excellent customer service with clear, timely, and professional communications for callers to NAPCA's Helpline seeking information or assistance with application forms or benefits
- Ensure resolution or referral for all calls received by utilizing NAPCA resources or by researching information independently through other resources (online, etc.)
- Database management of calls and requests for assistance received
- Provide analysis and reporting on calls received and trends in information requested
- Translate NAPCA materials (social media posts, press releases, flyers, etc.) from English to Cantonese/Mandarin, Korean, or Vietnamese
- Conduct research for community resources to maintain and update NAPCA's resource library
- Stay informed of changes to resources or information commonly requested by callers
- Collaborate with internal teams to deliver quality in-language information and support to community members served by NAPCA's various programs
- Complete NAPCA provided training and/or certifications when required
- Other related duties, as assigned

### What the Successful Candidates Will Have:

- Commitment to diversity and sensitivity to the needs of older populations and people of color
- Must possess both verbal and written fluency in both English and one or more of the following languages: Cantonese and Mandarin, Korean, or Vietnamese.
- Exemplary communication skills and a commitment to providing quality customer service
- Competence with internet search functions and MS Office, especially Outlook, Word, and Excel
- Ability to work independently, prioritize competing assignments, and meet deadlines
- Adherence to confidentiality and handling sensitive information with discretion
- Consistent and dependable in communicating updates or questions and follow through on tasks to successful completion
- Proactive in collaborating with team members to share best practices and create process when needed
- Familiarity with government and social service programs (Medicaid, Medicare, Social Security, etc.)



**Excellent Benefit Package that includes:**

- Health, Dental, Vision Insurance
- Paid Time Off
- 401(k) with a match

If you enjoy helping people understand and find information or resources that can transform their lives, we want to hear from you! Please submit your resume and cover letter to [admin@napca.org](mailto:admin@napca.org).