

## **SER SCSEP**

(This is a Training Program for SCSEP Participants)

## 60 - POTENTIAL HOST AGENCY - REQUEST FOR INFORMATION

See Section 11, 13, & 27 of the SOP

Please print clearly the infromation and fax or mail to the location listed below.

Contact Informati	on			
Date:	Organization	Type:	_	
		Federal	State County	City 501(c)(3) Non-Profit
Agency/Organization	on:			
FEIN:		Contact Name	:	
Type of Services Pr	ovided:			
Mailing Address:				
Phone:	Fax:	Email:		Website:
<b>Training Location</b> (	s)- Fill in physical a	ddress where the tr	aining would occur	• [if different from <u>Mailing Address</u> ]:
Additional Trainin	g Locations to be us	ed: YES NO	if Yes, list the add	lress of these locations.
<b>General Program</b>	Information (Con	nmunity Service A	Assignment)	
				acquire new skills, and/or update
existing skills, gain community service.	greater self-confide	nce, learn new work	kplace systems and	procedures, and provide valuable
Roles of the Host	Agency: The host as	gency provides the v	vorkplace and super	visor to train the participant in the
				ge job searches, provide job leads,
				signing new tasks, etc.
			cipants include, but	
American Red Cross		Boy's and Girl's Clu		•
American Heart Ass		Easter Seals		ecurity Admin.
American Cancer So	•	Goodwill Industries	State De	epts. Of Human Services
Training Opportu	<del>_</del>	<u> </u>		
	•	•		pants. Please identify the training by placing an 'X' next to page.
☐ 3 Secretarie ☐ 4 File Clerk ☐ 5 Library A	ists and Information s & Administrative As ssistants, Clerical	Assistants	Stock Clerks: Stoc Childcare Worker Protective Service	s
_	l Human Service Ass	=		clamation Workers
. <del>-</del>	paration Workers	14		
8 Cooks, In	stitution and Cafeter	_	· · · · · · · · · · · · · · · · · · ·	tenance, and Repair Workers
Catagory of II:	VEC barre	16		
Category of Hire:			J, we do not have ad	ditional funds to hire.
Please email, mail	SCSEP Office PRIOR to S			
	sency/organization)			
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Visit our website to learn more about the Senior Community Service Employment Program.

www.ser-national.org

Receptionists and Information Clerk Trainees		
Minimum of 10 identified tasks.		
<b>Training Position Title:</b> Clerk Specialist, Community Liaison, Front Desk Receptionist, Greeter, Member Service Representative, Office Assistant, Receptionist, Scheduler, Senior Receptionist, Unit Assistant		
Schedule appointments.		
Answer telephones to direct calls or provide information.		
Greet customers, patrons, or visitors.		
File documents or records.		
Respond to customer problems or complaints.		
Send information, materials or documentation.		
Collect deposits, payments or fees.		
Operate computers or computerized equipment.		
Proofread documents, records, or other files to ensure accuracy.		
Calculate costs of goods or services.		
Analyze operational or research data.		
Distribute incoming mail.		
Sort mail.		
Prepare business correspondence.		
Discuss goods or services information with customers or patrons.		
Record personnel information.		
Order materials, supplies, or equipment.		
Clean facilities or equipment.		
Please identify other specialized tasks:		

Secretaries and Administrative Assistant Trainees	
Minimum of 10 identified tasks.	
<b>Training Position Title:</b> Administrative Assistant, Administrative Secretary, Administrative Specialist, Clerk Typist, Department Secretary, Office Assistant, Secretary, Staff Assistant	
Operate office, computers or computerized equipment.	
Execute sales or other financial transactions.	
Answer telephones to direct calls or provide information.	
Collect deposits, payments or fees.	
Enter information into databases or software programs.	
Record personnel information.	
Report maintenance or equipment problems to appropriate personnel.	
Select resources needed to accomplish tasks.	
Discuss account status or activity with customers or patrons.	
Greet customers, patrons, or visitors.	
Refer customers to appropriate personnel.	
Schedule appointments or operational activities.	
Prepare documentation for contracts, transactions, or regulatory compliance.	
Operate communications equipment or systems.	
Distribute materials to employees or customers.	
Issue documentation or identification to customers or employees.	
Record information from meetings or other formal proceedings.	
Coordinate operational activities.	
Make travel, accommodations, or entertainment arrangements for others.	
Order materials, supplies, or equipment.	
Distribute incoming mail.	
Route mail to correct destinations.	
Proofread documents, records, or other files to ensure accuracy.	
Search files, databases or reference materials to obtain needed information.	
Develop organizational policies or programs.	
Prepare employee work schedules.	
Send information, materials or documentation.	
Develop computer or online applications.	
Manage clerical or administrative activities.	
Maintain current knowledge related to work activities.	
Supervise clerical or administrative personnel.	
Prepare informational or reference materials.	
Train personnel.	
Please identify other specialized tasks:	

File Clerk Trainees		
Minimum of 10 identified tasks.		
<b>Training Position Title:</b> Claims Clerk, Clerk, Documentation Specialist, File Clerk, Human Resources Assistant (HR Assistant), Medical Records Clerk, Office Assistant, Police Records Clerk, Records Clerk		
Read materials to determine needed actions.		
Enter information into databases or software programs.		
Operate office equipment.		
Sort mail.		
Type documents.		
Compile data or documentation.		
Provide information to coworkers.		
☐ Verify accuracy of financial or transactional data.		
Maintain inventory records.		
File documents or records.		
Search files, databases or reference materials to obtain needed information.		
Track goods or materials.		
Store items.		
Store records or related materials.		
Attach identification information to products, items or containers.		
Develop data analysis or data management procedures.		
Please identify other specialized tasks:		

	ibrary Assistant Trainees
	Minimum of 10 identified tasks.
	ng Position Title: Acquisitions Assistant, Cataloging Assistant, Circulation visor, Library Aide, Library Assistant, Library Clerk, Library Circulation Assistant, Clerical Assistant, Library Services Assistant, Library Technical Assistant
	Manage clerical or administrative activities.
ī	Enter information into databases or software programs.
	Distribute materials to employees or customers.
	Track goods or materials.
	Issue documentation or identification to customers or employees.
	Maintain inventory records.
	Refer customers to appropriate personnel.
	Answer telephones to direct calls or provide information.
	Sort mail.
	Type documents.
	Collect deposits, payments or fees.
	Send information, materials or documentation.
	Maintain financial or account records.
	Store records or related materials.
	Maintain security.
	Sort materials or products.
	Calculate financial data.
	Inspect items for damage or defects.
	Prepare employee work schedules.
	Supervise clerical or administrative personnel.
	Attach identification information to products, items or containers.
	Package objects for shipping.
	Maintain office equipment in proper operating condition.
	Order materials, supplies, or equipment.
	Prepare documentation for contracts, transactions, or regulatory compliance.
	Deliver items.
	Prepare research or technical reports.
	Develop computer or online applications.
Ш	Please identify other specialized tasks:

☐ Social and Human Service Assistant Trainees			
	Minimum of 10 identified tasks.		
<b>Training Position Title:</b> Advocate, Caseworker, Community Coordinator, Family Support Worker, Home based Assistant, Human Services Program Specialist, Mental Health Technician, Outreach Specialist, Social Services Assistant, Social Work Associate			
	Keep records or prepare reports for owner or management concerning visits with clients.		
	Provide information or refer individuals to public or private agencies or community services for assistance.		
	Visit individuals in homes or attend group meetings to provide information on agency services, requirements, or procedures.		
	Interview individuals or family members to compile information on social, educational, criminal, institutional, or drug history.		
	Submit reports and review reports or problems with superior.		
	Advise clients regarding food stamps, child care, food, money management, sanitation, or housekeeping.		
	Consult with supervisor concerning programs for individual families.		
	Oversee day-to-day group activities of residents in institution.		
	Assist in locating housing for displaced individuals.		
	Transport and accompany clients to shopping areas or to appointments, using automobile.		
	Demonstrate use and care of equipment for tenant use.		
	Explain rules established by owner or management, such as sanitation or maintenance requirements or parking regulations.		
	Assist clients with preparation of forms, such as tax or rent forms.		
	Observe and discuss meal preparation and suggest alternate methods of food preparation.		
	Please identify other specialized tasks:		

Food Preparation Worker Trainees		
Minimum of <i>10</i> identified tasks.		
<b>Training Position Title:</b> Dietary Aide, Dietary Assistant, Food Preparer, Food Service Aide, Food Service Worker, Nutrition Aide, Pantry Cook, Prep Cook (Preparation Cook), Slicer		
Clean food preparation areas, facilities, or equipment.		
Clean tableware.		
Store supplies or goods in kitchens or storage areas.		
Cut cooked or raw foods.		
Cook foods.		
Assess equipment functioning.		
Record operational or production data.		
Arrange food for serving.		
Prepare foods for cooking or serving.		
Package food or supplies.		
Measure ingredients.		
Mix ingredients.		
Remove trash.		
Assist chefs or caterers with food or drink preparation.		
Move equipment, supplies or food to required locations.		
Operate cash registers.		
Process customer bills or payments.		
Stock serving stations or dining areas with food or supplies.		
Present food or beverage information or menus to customers.		
Serve food or beverages.		
Prepare hot or cold beverages.		
Clean food service areas.		
Please identify other specialized tasks:		

Cook Trainees (Institution and Cafeteria)		
Minimum of 10 identified tasks.		
<b>Training Position Title:</b> Cook, Cook (Dinner), Cook (Elementary School), Dietary Cook, First Cook, Food and Nutrition Services Assistant, Food Service Specialist, Lead Cook, School Cook		
Cut cooked or raw foods.		
Prepare foods for cooking or serving.		
Clean food preparation areas, facilities, or equipment.		
Cook foods.		
Inspect facilities, equipment or supplies to ensure conformance to standards.		
Serve food or beverages.		
Monitor food services operations to ensure procedures are followed.		
Clean tableware.		
Coordinate activities of food service staff.		
Record operational or production data.		
Maintain food, beverage, or equipment inventories.		
Prepare breads or doughs.		
Determine prices for menu items.		
Train food preparation or food service personnel.		
Plan menu options.		
Order materials, supplies, or equipment.		
Please identify other specialized tasks:		

Cashier Trainees		
Minimum of 10 identified tasks.		
<b>Training Position Title:</b> Admissions Gate Attendant, Cashier, Central Aisle Cashier, Checker, Clerk, Customer Assistant, Customer Service Representative (CSR), Sales Associate, Toll Collector		
	Receive payment by cash, check, credit cards, vouchers, or automatic debits.	
	Issue receipts, refunds, credits, or change due to customers.	
	Assist customers by providing information and resolving their complaints.	
	Establish or identify prices of goods, services or admission, and tabulate bills using calculators, cash registers, or optical price scanners.	
	Greet customers entering establishments.	
	Answer customers' questions, and provide information on procedures or policies.	
	Sell tickets and other items to customers.	
	Process merchandise returns and exchanges.	
	Maintain clean and orderly checkout areas and complete other general cleaning duties, such as mopping floors and emptying trash cans.	
	Stock shelves, and mark prices on shelves and items.	
	Request information or assistance using paging systems.	
	Count money in cash drawers at the beginning of shifts to ensure that amounts are correct and that there is adequate change.	
	Calculate total payments received during a time period, and reconcile this with total sales.	
	Monitor checkout stations to ensure that they have adequate cash available and that they are staffed appropriately.	
	Assist with duties in other areas of the store, such as monitoring fitting rooms or bagging and carrying out customers' items.	
	Sort, count, and wrap currency and coins.	
	Supervise others and provide on-the-job training.	
	Bag, box, wrap, or gift-wrap merchandise, and prepare packages for shipment.	
	Compute and record totals of transactions.	
	Compile and maintain non-monetary reports and records.	
	Post charges against guests' or patients' accounts.	
	Offer customers carry-out service at the completion of transactions.	
	Weigh items sold by weight to determine prices.	
	Issue trading stamps and redeem food stamps and coupons.	
	Keep periodic balance sheets of amounts and numbers of transactions.	
	Cash checks for customers.	
	Please identify other specialized tasks:	

Stock Clerk Trainees (Stockroom, Warehouse, or Storage Yard)		
Minimum of 10 identified tasks.		
<b>Training Position Title:</b> Stocker, Material Handler, Receiver, Receiving Lead, Stock Clerk, Stockroom Clerk, Warehouse Clerk, Warehouse Representative, Warehouse Worker, Food Bank Worker		
Stock supplies or merchandise.		
Unload materials or equipment.		
Store items.		
Inspect items for damage or defects.		
Receive shipments.		
Attach identification information to products, items or containers.		
Verify accuracy of financial or transactional data.		
Distribute materials to employees or customers.		
Maintain inventory records.		
Store records or related materials.		
Compile data or documentation.		
Adjust office equipment to ensure proper operation.		
Clean facilities or equipment.		
Confer with coworkers to coordinate work activities.		
Order materials, supplies, or equipment.		
Prepare documentation for contracts, transactions, or regulatory compliance.		
Maintain operational records.		
Discuss goods or services information with customers or patrons.		
Sell products or services.		
Operate vehicles or material-moving equipment.		
Please identify other specialized tasks:		

	Childcare Worker Trainees
	Minimum of 10 identified tasks.
Teac	ning Position Title: Before /After School Daycare Worker, Childcare Provider, Childcare Cher, Childcare Worker, Child Caregiver, Infant and/or Toddler Teacher, Infant Cher, Teacher Assistant, Toddler Teacher
	Maintain a safe play environment.
	Dress children and change diapers.
	Observe and monitor children's play activities.
	Communicate with children's parents or guardians about daily activities, behaviors, and related issues.
	Sanitize toys and play equipment.
	Keep records on individual children, including daily observations and information about activities, meals served, and medications administered.
	Support children's emotional and social development, encouraging understanding of others and positive self-concepts.
	Identify signs of emotional or developmental problems in children and bring them to parents' or guardians' attention.
	Assist in preparing food and serving meals and refreshments to children.
	Instruct children in health and personal habits, such as eating, resting, and toilet habits.
	Create developmentally appropriate lesson plans.
	Read to children and teach them simple painting, drawing, handicrafts, and songs.
	Discipline children and recommend or initiate other measures to control behavior, such as caring for own clothing and picking up toys and books.
	Regulate children's rest periods.
	Perform general administrative tasks, such as taking attendance, editing internal paperwork, and making phone calls.
	Perform housekeeping duties, i.e. laundry, cleaning, dishwashing, and changing linens.
	Organize and store toys and materials to ensure order in activity areas.
	Organize and participate in recreational activities and outings, i.e. games and field trips.
	Provide care for mentally disturbed, delinquent, or handicapped children.
	Care for children in institutional setting, such as group homes, nursery schools, private businesses, or schools for the handicapped.
	Operate in-house day-care centers within businesses.
	Perform general personnel functions, such as supervision, training, and scheduling.
	Help children with homework and school work.
	Sterilize bottles and prepare formulas.
	Accompany children to and from school, on outings, and to medical appointments.
	Place or hoist children into baths or pools.
	Please identify other specialized tasks:

Protective Services		
Minimum of 10 identified tasks.		
<b>Training Position Title:</b> Campus Security Monitor, Customer Service Security Monitor, Hotel Security Monitor, Loss Prevention Agent, Safety and Security Monitor, Security Agent, Security Monitor, Security Supervisor		
Lock doors and gates of entrances and exits to secure buildings.		
Answer alarms and investigate disturbances.		
Monitor and authorize entrance and departure of employees, visitors, and other persons to guard against theft and maintain security of premises.		
Write reports of daily activities and irregularities, such as equipment or property damage, theft, presence of unauthorized persons, or unusual occurrences.		
Patrol industrial or commercial premises to prevent and detect signs of intrusion and ensure security of doors, windows, and gates.		
Call police or fire departments in cases of emergency, such as fire or presence of unauthorized persons.		
Respond to medical emergencies by administering basic first aid or by obtaining assistance from paramedics.		
Circulate among visitors, patrons, or employees to preserve order and protect property.		
Warn persons of rule infractions or violations, and apprehend or evict violators from premises, using force when necessary.		
Answer telephone calls to take messages, answer questions, and provide information during non-business hours or when switchboard is closed.		
Operate detecting devices to screen individuals and prevent passage of prohibited articles into restricted areas.		
Inspect and adjust security systems, equipment, or machinery to ensure operational use and to detect evidence of tampering.		
Escort or drive motor vehicle to transport individuals to specified locations or to provide personal protection.		
Monitor and adjust controls that regulate building systems, such as air conditioning, furnace, or boiler.		
Please identify other specialized tasks:		

Recycling and Reclamation Workers		
	Minimum of 10 identified training tasks.	
Related Training Assignments (CSA title): Bobcat Driver/Labor, Box Sorter, Convenience Recycle Center Tech, Crane Operator, Deconstruction and Decontamination Waste Operations Specialist, Equipment Operator, Non-Ferrous Material Handler, Sort Line Worker, Sorter, Transfer Station Operator		
	Sort materials, such as metals, glass, wood, paper or plastics, into appropriate containers for recycling.	
	Clean recycling yard by sweeping, raking, picking up broken glass and loose paper debris, or moving barrels and bins.	
	Operate forklifts, pallet jacks, power lifts, or front-end loaders to load bales, bundles, or other heavy items onto trucks for shipping to smelters or other recycled materials processing facilities.	
	Sort metals to separate high-grade metals, such as copper, brass, and aluminum, for recycling.	
	Clean, inspect, or lubricate recyclable collection equipment or perform routine maintenance or minor repairs on recycling equipment, such as star gears, finger sorters, destoners, belts, and grinders.	
	Collect and sort recyclable construction materials, such as concrete, drywall, plastics, or wood, into containers.	
	Extract chemicals from discarded appliances, such as air conditioners or refrigerators, using specialized machinery, such as refrigerant recovery equipment.	
	Deposit recoverable materials into chutes or place materials on conveyor belts.	
	Operate balers to compress recyclable materials into bundles or bales.	
	Clean materials, such as metals, according to recycling requirements.	
	Record logs of recycled materials or waste chemicals removed from products.	
	Operate processing equipment, such as fiber-sorters and grinders, to sort, crush, or grind recyclable materials.	
	Cut discarded products, such as appliances and automobiles, into small pieces using saws, blowtorches, or other hand or power tools.	
	Collect recyclable materials from curbside for delivery to designated facilities.	
	Operate automated refuse or manual recycling collection vehicles.	
	Operate forklifts or other loaders.	
	Disassemble equipment for maintenance or repair.	
	Please identify other specialized tasks:	

☐ Janitors and Cleaners		
Minimum of 10 identified training tasks.		
Related Training Assignments (CSA title): Building Custodian, Building Service Worker, Building Services Technician, Cleaner, Custodial Worker, Custodian, Floor Tech (Floor Technician), Heavy Duty Custodian, Institutional Custodian, Janitor  Service, clean, or supply restrooms.		
H	Clean building floors by sweeping, mopping, scrubbing, or vacuuming.	
H	Gather and empty trash.	
	Follow procedures for the use of chemical cleaners and power equipment to prevent damage to floors and fixtures.	
	Mix water and detergents or acids in containers to prepare cleaning solutions, according to specifications.	
	Clean windows, glass partitions, or mirrors, using soapy water or other cleaners, sponges, or squeegees.	
	Notify managers concerning the need for major repairs or additions to building operating systems.	
	Requisition supplies or equipment needed for cleaning and maintenance duties.	
	Dust furniture, walls, machines, or equipment.	
	Strip, seal, finish, and polish floors.	
	Clean and polish furniture and fixtures.	
	Steam clean or shampoo carpets.	
	Move furniture, equipment, or supplies, either manually or by using hand trucks.	
	Remove snow from sidewalks, driveways, or parking areas, using snowplows, snow blowers, or snow shovels, or spread snow-melting chemicals.	
	Monitor building security and safety by performing tasks such as locking doors after operating hours or checking electrical appliance use to ensure that hazards are not created.	
	Clean laboratory equipment, such as glassware or metal instruments, using solvents, brushes, rags, or power cleaning equipment.	
	Mow or trim lawns or shrubbery, using mowers or hand or power trimmers, and clear debris from grounds.	
	Set up, arrange, or remove decorations, tables, chairs to prepare facilities for events, such as banquets or meetings.	
	Make adjustments or minor repairs to heating, cooling, ventilating, or plumbing systems.	
	Please identify other specialized tasks:	

☐ Installation, Maintenance, and Repair Workers		
Minimum of 10 identified training tasks.		
Related Training Assignments (CSA title): Building Equipment Operator, Facilities Maintenance Technician, General Maintenance Mechanic, Maintenance Mechanic, Maintenance Technician, Building Mechanic, Equipment Engineering Technician, Facilities Manager, Maintenance Supervisor, Maintenance Worker  Inspect, operate, or test machinery or equipment to diagnose machine malfunctions.		
Perform routine maintenance, such as inspecting drives, motors, or belts, checking fluid		
levels, replacing filters, or doing other preventive maintenance actions.		
Clean or lubricate shafts, bearings, gears, or other parts of machinery.		
Order parts, supplies, or equipment from catalogs or suppliers.		
Perform general cleaning duties of buildings or properties.		
Paint or repair doors, floors, woodwork, plaster, drywall, or other parts of building structures.		
Record type and cost of maintenance or repair work.		
Test and treat water supply.		
Align and balance new equipment after installation.		
Provide grounds keeping services, such as landscaping or snow removal.		
Fabricate or repair counters, benches, partitions, or other wooden structures.		
Estimate costs to repair machinery, equipment, or building structures.		
Disassemble broken or defective equipment to facilitate repair and reassemble equipment when repairs are complete.		
Install or replace machinery, equipment, and new or replacement parts and instruments, using hand or power tools.		
Examine and test machinery, equipment, components, and parts for defects to ensure proper functioning.		
Hold or supply tools, parts, equipment, and supplies for other workers.		
Position vehicles, machinery, equipment, physical structures, and other objects for assembly or installation, using hand tools, power tools, and moving equipment.		
Adjust, maintain, and repair tools, equipment, and machines, and assist more skilled workers with similar tasks.		
Adjust, connect, or disconnect piping, tubing, and other parts, using hand or power tools.		
Clean or lubricate vehicles, machinery, equipment, instruments, tools, work areas, and other objects, using hand tools, power tools, and cleaning equipment.		
Assemble and maintain physical structures, using hand or power tools.		
Tend and observe equipment and machinery to verify efficient and safe operation.		
Apply protective materials to equipment, components, and parts to prevent defects and corrosion.		
Please identify other specialized tasks:		

■ Nonfarm Animal Caretakers		
Minimum of 10 identified training tasks.		
Related Training Assignments (CSA title): Animal Care Giver, Animal Care Technician, Aquarist, Dog Groomer, Groomer, Kennel Attendant, Kennel Manager, Kennel Technician, Pet Groomer, Pet Stylist		
Feed and water animals according to schedules and feeding instructions.		
Mix food, liquid formulas, medications, or food supplements according to instructions, prescriptions, and knowledge of animal species.		
Examine and observe animals to detect signs of illness, disease, or injury.		
Provide treatment to sick or injured animals, or contact veterinarians to secure treatment.		
Do facility laundry and clean, organize, maintain, and disinfect animal quarters, such as pens and stables, and equipment, such as saddles and bridles.		
Perform animal grooming duties, such as washing, brushing, clipping, and trimming coats, cutting nails, and cleaning ears.		
Answer telephones and schedule appointments.		
Respond to questions from patrons, and provide information about animals, such as behavior, habitat, breeding habits, or facility activities.		
Order, unload, and store feed and supplies.		
Collect and record animal information, such as weight, size, physical condition, treatments received, medications given, and food intake.		
Adjust controls to regulate specified temperature and humidity of animal quarters, nurseries, or exhibit areas.		
Discuss with clients their pets' grooming needs.		
Observe and caution children petting and feeding animals in designated areas to ensure the safety of humans and animals.		
Anesthetize and inoculate animals, according to instructions.		
Transfer animals between enclosures to facilitate breeding, birthing, shipping, or rearrangement of exhibits.		
Clean and disinfect surgical equipment.		
Exercise animals to maintain their physical and mental health.		
Install, maintain, and repair animal care facility equipment, such as infrared lights, feeding devices, and cages.		
Find homes for stray or unwanted animals.		
Train animals to perform certain tasks.		
Sell pet food and supplies.		
Please identify other specialized tasks:		