

Program Coordinator

Mission

ElderHelp provides personalized services and information that help seniors remain independent and live with dignity in their own homes.

Values

COMPASSION - we are supportive, caring, and strive to strengthen the lives of others
INTEGRITY - we do the right thing when no one is looking and remain focused on those we serve
COMMUNITY – we seek collaboration and effective communication
ACCOUNTABILITY – we are dependable and responsible
RESPECT – we honor the process of aging, consider the ideas of others, and value diversity
EXCELLENCE – we are responsive, innovative and strive for quality in all we do

Organizational Expectations

ElderHelp employees are flexible, positive, have a good sense of humor, contribute to the solution, seriously integrate the organization's values into their work, and work hard to make a positive difference in the lives of seniors.

POSITION EXPECTATIONS

ElderHelp's Program Coordinator is organized, detail-oriented, and collaborative. The Coordinator take initiative and has strong multi-tasking skills. The Coordinator exercises independence and good judgement while being solution oriented.

POSITION SUMMARY

The Program Coordinator is responsible for providing support to the Care Coordination Program by completing client intakes, enrollments, and assessments as well as helping to onboard and match volunteers. The Coordinator has a strong knowledge of community-based resources, assesses client needs over the phone and in the home. The Coordinator works with the Volunteer Services Team to ensure clients are linked to the services they need to support independence at home. This includes coordinating home safety and maintenance services as well as other volunteer services.

REPORTS TO

Director of Community and Volunteer Services

ESSENTIAL FUNCTIONS

Care Coordination

- Completes thorough intakes over the phone to assess caller's needs and determine program eligibility.
- Refers callers to outside community resources as appropriate.

- Provides case management to a caseload of clients offering comprehensive assessments in the home.
- Develops client care plan linking them to trusted referrals and working with families and other service providers as needed.
- Maintains accurate and timely case notes and other client data.
- Adheres to ElderHelp's Care Coordination Policies & Procedures.
- Adheres to NASW Code of Ethics.

Volunteer Services

- Works as a part of the Volunteer Services Team to coordinate volunteer-based services for clients.
- Facilitates the matching process between ElderHelp clients and volunteers through assessments of both volunteer and client strengths, interests, skills, and specific needs.
- Coordinates home safety and maintenance service requests by connecting volunteers to client projects and ensuring completion.
- Acts as a liaison between volunteers and appropriate staff members to ensure pertinent information is communicated among all parties.
- Works with Volunteer Services Manager to manage any conflicts that may arise between volunteers and clients.
- Assists Volunteer Services Manager with volunteer vetting process including interviews, background checks, DMV checks, and reference checks.
- Assists in planning volunteer recognition, retention, and education activities.
- Maintains accurate and current records and case notes for volunteers.
- Assists Director of Outreach & Community Engagement with volunteer recruitment activities including posting flyers on community boards and attending volunteer recruitment fairs.

General

- Attends Care Coordination and Volunteer Service Team meetings.
- Maintains a positive attitude and abides by ElderHelp's values.
- Represents ElderHelp during events and while out in the community.
- Provides programmatic coverage as needed including front desk and client rides.
- Other duties as assigned.

MINIMUM QUALIFICATIONS

Bachelor's Degree in Social Work, Psychology, Gerontology, or related field required. A minimum of 2 years' experience providing similar services to seniors or related populations. Candidate must have excellent time management, communication, and interpersonal skills. Candidates must be detail oriented and be able to prioritize client needs through timely and efficient intervention methods. Knowledge of MS Word, Excel, Outlook, and comfort using and learning technology is essential. Bilingual (English/Spanish) preferred.

This is a full-time, non-exempt, hourly position, \$21-23/hour DOE, plus benefits. ElderHelp offers a generous benefits program:

- 100% employer paid Gold-level medical and dental plans
- No waiting period for benefits enrollment
- 100% employer-sponsored telemedicine solution

- 401(k) plans and employer matching
- 10 paid holidays
- Professional development
- Education reimbursement
- Team bonding days

WHO WE ARE

ElderHelp has a culture of teamwork and inclusion where we believe we are better together. We value the differences in our community and believe those differences are what makes us a stronger organization. We offer opportunities for staff to participate in DEI training and create safe spaces to learn and share about this important work.

Our Board of Directors, staff, and volunteers come together with a shared passion for our mission supporting each other to meet the needs of the community we serve.

TO APPLY

Send cover letter and resume to Elizabeth Wagner at ewagner@elderhelpofsandiego.org. Please refer to our website for more information on services and programs. Please, no phone inquiries, fax transmittals, or walk-ins.

This Job Posting is intended to describe the general nature and level of work being performed. It is not meant to be construed as an exhaustive list of all responsibilities, duties and skills required by this job classification.

ElderHelp of San Diego is an equal opportunities employer that values diversity in its many forms. ElderHelp does not discriminate in its employment practices or policies on the basis of race, color, creed, ethnic or national origin or ancestry, age, gender, religious beliefs, sexual orientation, veteran status, or disability.