

JOB POSTING

Title: Elders Program Coordinator
Status: Full Time, Non-exempt
Reports To: Elders Program Manager

Primary Function of the Position

This position is responsible for working with the Program Manager on the planning, preparation, and daily operation of the Adult Day Services program to ensure a stimulating and beneficial experience for program participants. Primary responsibilities include: recruitment, intake screening, and enrollment of vulnerable adults into the Adult Day Services program, coordination of group activities, care management, coordination of resources and services, program evaluation and documentation, and supervision of staff to perform and meet program outcomes. In order to achieve the goals of the Adult Day Services program, the Program Coordinator must cultivate positive relationships with program staff, participants and their families, and partner agencies to enable participants to lead active and independent lives within their families and communities. The Program Coordinator must understand and stay up to date on Adult Day Services program policies and relevant county and state policies related to Adult Day Services.

Major Position Responsibilities

- Manage the planning, preparation for and operation of the Adult Day Services program.
- Supervise and train program staff and volunteers to in accordance with licensing requirements and to meet program goals.
- Determine initial eligibility for program services.
- Complete enrollment processes for new participants to ensure that all billing information has been obtained before new participant can start attending the Adult Day Services program.
- Conduct intake screening, needs assessment and all tasks needed to enroll participant into the Adult Day Services program.
- Develop individualized abuse prevention plan to reduce the potential of abuse to participants.
- Develop individualized care plan to meet the needs and goals of participants.
- Identify current and potential barriers that may prevent participants from leading healthy lives.
- Develop program activities that are of interest to participants and need their needs.
- Assist with purchasing food and activity materials on a weekly basis by putting together shopping lists and/or making shopping trips to purchase the items.
- Develop and maintain a list of resources and complementary services that program participants can be referred to as needed.
- Develop relationship with program participants to ensure their needs are effectively identified and addressed.
- Provide care and case management to program participants.
- Document all care and case management details including case notes and maintain up-to-date files for participants.
- Track participant outcomes on a daily, monthly, quarterly, and annual basis.
- Coordinate transportation services for program participants.
- Coordinate with other service providers to advocate on participant's behalf and expand services to participants.
- Recruit and manage volunteers to assist in meeting program goals.
- Lead marketing and recruitment efforts.
- Coordinate and oversee Senior Companion volunteers program.
- Maintain effective relationships with partner agencies including Health Plans and Care Coordinators.
- Establish and maintain positive relationships with program funders and licensing agencies.
- Keep all key stakeholders informed of Adult Day Services program activities.
- Manage program evaluation and the collection of data to evaluate and improve program.
- Assist Program Manager in generating reports to meet monthly and quarterly report requests.
- Collect and write participants' success stories to share with current and potential funders.
- All other tasks as assigned to ensure smooth operation of the Adult Day Services program and provide exceptional services to participants.

Skills and Qualifications

- Knowledge of available community resources providing services to elderly populations and disabled individuals utilizing the Community Alternatives for Disabled Individuals (CADI) Waiver Program.
- Knowledge of existing health care service providers and other relevant resources for elderly populations and disabled individuals utilizing the Community Alternatives for Disabled Individuals (CADI) Waiver Program.
- Ability to complete paperwork accurately and in a timely manner.
- Demonstrated ability to manage and track multiple tasks/projects simultaneously.

- Demonstrated ability to be analytical, detail-oriented, and problem solve.
- Ability to work independently with minimal supervision, while also being a strong team player.
- Ability to work collaboratively and effectively with diverse, multi-lingual staff and partner agencies.
- Experience and desire to work with persons of diverse cultural, economic and educational backgrounds.
- Strong written and verbal communication skills
- Computer skills in word processing, spreadsheets and data entry into database systems required
- Effective bi-lingual communication skills – both written and oral in English and at least one other language such as Cambodian or Hmong.
- Effective group discussion facilitation.
- Ability to work occasional evenings and weekends as needed.
- Knowledge of the issues, challenges, and needs of the elderly population and disabled individuals utilizing the Community Alternatives for Disabled Individuals (CADI) Waiver Program.
- Proficient with Microsoft Office Suite (Word, Excel, PowerPoint) and electronic forms of communication, including ready access and responsiveness to e-mail correspondence.
- Have current certification in or the ability to obtain certification in CPR and First Aid.

Required Education and Experience

At least 2 years experience working in similar field or a four year degree in social services or human services field. In-depth knowledge of Hmong/Cambodian/Vietnamese culture and issues, trends, and needs of the elderly population and disabled individuals utilizing the Community Alternatives for Disabled Individuals (CADI) Waiver Program. Computer skills necessary using word processing, spreadsheets and data base programs.

PLEASE SUBMIT COVER LETTER AND RESUME TO: HR@HMONG.ORG OR FAX 651-495-1699.