

Position Description

Title: Senior Village Coordinator
Work Area/Department: Senior Program
Reports to: Associate Director
Exempt Status: Non-exempt

Date: 3.12.2019

Overview: Central Community House (CCH) is seeking a Village Coordinator with the ability to strategically develop, implement, and evaluate an innovative Senior Village Model unique to the needs and assets of seniors in the Near East of Columbus. This dynamic, multifaceted position is ideally filled by a licensed social worker with outstanding outreach, engagement and communication skills, in addition to proven cultural competency with a primarily African American, urban, senior population. The ultimate objective of programming is to increase socialization, reduce isolation, and provide referral services so seniors can age safely and comfortable in their homes.

II. Essential Responsibilities

- A. Develop, Implement and Manage the Village Senior Program. This includes:
 1. Recruit, coordinate and support Advisory Committee
 - a. Develop structure for meetings and to receive input from committee.
 2. Partnership Development and Resource Sharing
 - a. Meet monthly with other Village Program Coordinators to promote information and resource sharing, and to learn and grow from other Village models.
 - b. Recruit and develop relationships with community partners and agencies to collaborate in providing services and activities which best meet the needs of community seniors.
 - c. Recruit and manage volunteer network, including compilation of resources and availability to support requests from seniors to, for example, provide transportation to doctor's appointments, to the grocery store, and other various errands; provide landscaping, snow removal and home repair services; provide social outlets that remove isolation; and to check in and visit with seniors regularly.
 - d. Conduct due diligence -- coordinate interviews, background checks, and verify credentials of potential contractors.
 3. Develop and implement outreach, recruitment, and marketing strategy to attract local seniors 60+ to programming.
 4. Conduct intakes and 1:1 assessment to guide service linkage, including direct aid, basic needs support, and social activities.
 5. Assessment of needed services – compile list of assets, needs and requests defined by seniors and partners to guide volunteer recruitment and partnership development.
 6. Link seniors to resources and services upon request.
 7. Event Development and Marketing

- a. Develop, in concert with seniors, committees and partners, engagement events for seniors and calendars to publicize events.
- B. Monitor and evaluate outcomes and achievements of the Senior Village Program. This includes:
1. Tracking of hours of service provided, numbers of participants served, number of unique individuals served, quality of services provided, volunteer and partner engagement, and outcomes connected to service provision – e.g., ensuring ability to age safely and comfortably at home, minimizing social isolation, empowerment, and maintaining health and well-being.
 2. Track, enter, and analyze data to guide development of future programming to meet program outcome reporting objectives, and to ensure compliance with funder and agency goals.
 3. Develop monthly and quarterly benchmark report,
 4. Identify risks, develop protocols and monitor the structure of services provided by the Program.

III. Other Responsibilities

- A. Presentations at and participate in community meetings regarding program activities and achievements
- B. Participate in educational forums for seniors
- C. Attend agency and other meetings as assigned
- D. Maintain compliance with CCH guidelines, policies and procedures
- E. Perform other duties as assigned

IV. Skills, Knowledge and Abilities

- Client Focus. Views the agency's food service through the eyes of agency clients to anticipate and meet client needs. Constantly seeks information and understanding regarding service and market trends in order to satisfy and exceed client expectations. Is motivated by client expectations. Solicits client feedback.
- Shows Initiative. Is proactive and takes action without being prompted. Does not wait to be directed, but instead, takes responsibility and acts when need arises. Makes things happen. Provides unsolicited input.
- Maintains a positive attitude while meeting goals even in the face of significant obstacles and uncooperative people. Communicates confidence to others. Is not distracted by negativity. Demonstrates a sense of humor and perspective about setbacks.
- Works independently with minimal supervision. Follows instructions given by supervisor. Reports important information to supervisor and asks questions as needed from a variety of

sources. Does not regularly interact with supervisor to seek approval, clarification, or additional information after initial assignment is given. Completes assignments and responsibilities on time without being reminded.

- Results Orientation. Takes necessary action to achieve or exceed assigned goals. Is dedicated to achieving desired results without compromising the Agency's values or procedures. Conveys a sense of urgency to make things happen. Respects the need to balance short- and long-term goals. Maintains energy to proceed at pace required to produce results. Values outcomes and desired results. Manages multiple tasks.
- Builds Relationships/Collaborates. Values and respects the concerns and feelings of others. Shows empathy, respect and appreciation for individuals and diversity. Builds and maintains an internal and external network of relationships with partners for potential collaborations and coalitions. Optimizes performance of Agency and self through shared resources and responsibilities, by facilitating collaborations with groups and by promoting team-building.
- Project Management. Organizes and supervises projects involving various stakeholders within and outside the Agency. Collaborates with others, strategizes about options and delivers the expected product or service on time and under budget. Communicates with various stakeholders with competing interests. Plans, delegates and schedules the necessary tasks. Establishes budgets and authority to take action as needed.
- Managing Volunteers. Creates system for recruiting and managing volunteers in a variety of situations. Sets clear expectations on time commitment, tasks and conduct. Recognizes efforts and performance. Trains and evaluated volunteers and expands roles as appropriate. Provides volunteers with a written description of role and how that role contributes to the Agency.
- Effective Communication. Speaks clearly and appropriately to the intended audience in both formal and informal settings. Expresses appropriate gestures and non-verbal communication. Remains focused on point at hand during communication. Listens and reacts to questions by other appropriately. Uses effective listening skills to maintain self-esteem and respond with empathy to the feelings and needs of others, including the use of active listen skills (summarizing, reflecting, not interrupting, etc.) to demonstrate understanding and sensitivity. Pays attention when others speak. Gives cues of interest. Summarizes and paraphrases ideas of others to show active listening.

V. Work Experience and Education

Requires a bachelor's degree in social work or related field. Licensed Social Worker is preferred. Working knowledge of Microsoft word processing software. Requires satisfactory criminal background check.

VI. Physical and Mental Requirements

Must be able to lift and carry up to 20 pounds; spend approximately 95% of the time on the job standing, bending, lifting, sitting and walking; communicate verbally and in writing in formal and informal settings; observe data, analyze it and enter it into a computer database or software program; listen to and follow instructions; utilize office equipment; demonstrate patience and understanding with clients; multitask and prioritize competing deadlines and perform assignments gracefully with frequent interruptions.