Western Illinois Area Agency on Aging
Position Description

Program Coordinator

Department: Program
Reports To: Program Manager

Summary:
This Program Coordinator serves in a lead role with Evidence Based programming and the Senior Medicare Patrol program. This position will represent WIAAA and engage in community outreach at Human Service Council Meetings, Transportation Coordination groups (HSTP’s), and health fairs throughout our 10 county area. This position oversees the Long Term Care program- Community Care Program (CCP). This Program Coordinator serves in a lead role of planning and executing the WIAAA Annual Conference for aging professionals.

This Program Coordinator will assist the Information and Assistance Program Coordinator with providing assistance through the Senior Health Assistance Program and the Benefit Access Program and provide Information, Assistance and Referral to all people age 60 and above, adults with disabilities and their caregivers.

In addition, this position shares responsibility for completing annual compliance reviews of providers. Along with all program staff, this position works as a part of a team within WIAAA to address agency priorities and to develop other programs that contribute to the mission and strategic plan of WIAAA.

Specific Duties and Responsibilities:

Responsibilities for evidence based programming.
1. Maintain certification as a Coach and Master Trainer for “A Matter of Balance” and “Strong for Life”
2. Plan and coordinate Coaches Training for MOB in the WIAAA planning area for the counties of Bureau, Henry, Knox, LaSalle and Putnam counties.
   a. Recruitment of coaches through a variety of methods utilizing RSVP information, flyers, press releases, mailings, public presentations, etc. to appropriate audiences.
   b. Schedule and administer Coach training sessions including location, obtaining materials, arranging lunch, communication, etc. in collaboration with the Program Coordinator- Matter of Balance.
   c. Collaborate and assist with coaches training as the Mater Trainer with the Program Coordinator-Matter of Balance until Master Training Certification is obtained by this person.
d. Assure that new coaches are paired with experienced coaches to lead their first class.
e. Schedule and administer at least one update training for all coaches annually in collaboration with the Program Coordinator-Specialized Programs and the Grants & Program Manager.

3. Plan and coordinate classes in the WIAAA planning area as assigned.
   a. Administer classes in communities including scheduling, assigning coaches, finding locations, publicity, obtaining materials, etc.
   b. Identify guest professionals, meet with them to explain the program, and schedule them for the appropriate session during the class.
   c. Oversight of workshops especially with new coaches and periodic checks on experienced coaches by attending at least one workshop for each coach to assure fidelity to the curriculum.

4. Responsible for all data input and tracking of program results both in the national data base and for WIAAA internal data base, grant tracking and reporting.

Provide Services within the Aging and Disability Resource Center and the No Wrong Door system.

1. Provides all access services to older adults and adults with disabilities. Utilize Benefits CheckUp and other benefit counseling aids to assist in determining the programs people are eligible for, assisting them in applying for these programs or making referrals for assistance to the appropriate agencies to apply for these programs. Utilize Person Centered Counseling for home and community based long term services and supports when appropriate.
2. Responsible for all data entry and reporting for participants served.
3. Obtain and maintain SHIP or any other certifications required to provide direct access services.

Oversee the Community Care Program (CCP).

1. Complete a quarterly report for IDOA summarizing all time and activities falling under the Systems Development Grant.
2. Maintain regular communication with Alternatives for the Older Adult, including attending quarterly provider meetings.
3. Obtain and maintain CCP certifications for supervision and case management.
4. Educate WIAAA staff on program changes as needed.

Program and technical assistance for provider agencies.

1. Build and maintain strong working relationships with funded providers.
2. Complete a portion of program reviews of funded provider agencies annually as requested.
3. Monitor and maintain tracking on Home Delivered Meal Waiting Lists, Monthly menus, Board of Director’s reports and Gaps reports. Summarize information as needed for informational and advocacy purposes.
Represent WIAAA at Outreach Events and Service Meetings
1. Participate in Transportation Coordination groups (HSTP’s) throughout our 10 county area as assigned and participate in related activities such as the Rural Transit Assistance Center (RTAC) conference.
2. Represent WIAAA throughout the planning area at county Human Service Councils meetings
3. Participate in health fairs and other community events, and making community presentations.

Plan and administer the WIAAA Annual Conference
1. Work with WIAAA program staff to plan and execute the Annual Conference.
2. Secure venue, speakers, vendors, and sponsors for the Annual Conference.
3. Coordinate with Eastern Iowa Community College for the marketing, registration, and continuing education.
4. Develop and distribute marketing materials for the Annual Conference

Administer the Senior Medicare Patrol (SMP) program
1. Meet all requirements of the work plan within the SMP grant including volunteer numbers and the planned number of presentations.
2. Submit all required reports on time. Coordinate input from the CFP’s to ensure all activities are included.
3. Attend quarterly SMP meetings.

Participate in WIAAA agency wide priority projects as assigned, often in a leadership role
1. Participate in special events that apply to the Agency as a whole.
2. Function as a part of a team focused on addressing changing priorities in WIAAA and the aging network including evidence-based programming, managed care contracts, and other emerging trends as they arise.
3. Assist in the planning and delivery of Information and Assistance (I & A) and Outreach training for providers.
4. Represent WIAAA throughout the planning area including, but not limited to, periodically attending assigned county Human Service Councils, representing the agency at health fairs and other community events, and making community presentations.
5. Review pertinent information from a variety of sources to stay current on information and trends affecting seniors and senior services.

Qualifications
1. B.A. degree in social services or related field.
2. Two years experience in social service field.
3. Demonstrated skills with computer program, including word processing, e-mail, spreadsheet and database programs.
4. Ability to travel.
Core Competencies

Communication – Verbal and Written - Openly exchanges information in a timely manner with all appropriate people. Listens well and uses confidential information with discretion. Writes and speaks in a clear, concise manner.

Confidentiality - Maintains confidential Agency and client information appropriately. Adheres to the Agency’s Confidentiality Agreement in all matters.

Ethics & Integrity - Earns the trust, respect, and confidence of co-workers, providers and clients through consistent honesty, forthrightness and professionalism in all interactions.

Interpersonal Skills - Demonstrates the ability to get along with others internally and externally (providers, government representatives, vendors, etc). Acts in a way that is respectful of co-workers. Communicates and acts as a team player. Responds and acts appropriately to confrontational situations.

Team Player - Works with others cooperatively and flexibly, actively contributing to the team’s goals. Offers and accepts constructive feedback in a positive manner. Values diverse work styles, approaches and thoughts.

Advocacy - Effectively influences others to achieve understanding, acceptance, and commitment to act in support of ideas, programs, or causes related to senior issues.

Affinity for seniors - Understands the needs of seniors and effectively and compassionately communicates with that group of individuals.

Analysis - Uses data and information in a clear and rational thorough process to assess and understand issues, evaluate options, form accurate conclusions, and make decisions.

Initiative - Performs with minimal supervision, acts promptly and seeks solutions to resolve unexpected problems. Shows an interest and willingness to learn; does what needs to be done without being asked/ anticipates potential problems/opportunities.

Judgment - Displays balanced thinking that combines analysis, wisdom, experience and perspective. Produce decisions that withstand “the test of time”.

Leadership - Demonstrates the ability to inspire, influence, and enable others to contribute to the effectiveness and success of the organization.

Negotiate Agreements - Effectively works with others to understand interests and actively strive to achieve agreements or resolve differences in a timely manner.

Planning - Logically integrate various ideas, intentions, and information to form effective goals, objectives, timelines, action plans and solutions.
Project/Program Management - Effectively directs and integrates all aspects of a project or program, ensuring that work progresses toward achieving goals and objectives.

Problem Solving - Uses intelligence, common sense, hard work, creativity and tenacity to solve difficult or complicated challenges as well as day to day problems. Effectively defines the issue, diagnoses and analyzes the problem, and recommends and implements solutions.

Workload Management - Effectively organizes multiple assignments, sometimes of a complex nature or involving competing priorities, to produce results that are accurate, thorough, and on time.