Western Illinois Area Agency on Aging
Position Description

Program Coordinator

Department: Program
Reports To: Program Manager

Summary:
This Program Coordinator oversees the Long Term Care programs including the Community Care Program (CCP); Adult Protective Service (APS) Program; and the Ombudsman Program and is responsible for monitoring authorizations and payments for Respite services for caregivers and participate in the Caregiver Respite grant application development and review process.

This position also is responsible for overseeing the programmatic aspects of a computerized reporting system, reviewing service provider input, preparing reports, assisting providers with system use, and resolving problems. Through regular field visits, this person develops and maintains strong relationships with area service providers, assisting them with technical questions and problem solving. In addition, this position shares responsibility for completing annual compliance reviews of providers.

Specific Duties and Responsibilities:

Oversee the programmatic aspects of computerized reporting system.
1. Review provider reports for accuracy, interpreting data and identifying any potential problems.
2. Provide technical assistance to providers on programmatic reporting requirements as needed.
3. Keep abreast of and inform providers of any and all revisions or changes in reporting requirements.
4. Train provider staff on NAPIS Pak, running reports, and correcting missing data and provide technical assistance in installing and using Napis Pak.
5. Provide quarterly reports detailing each provider’s progress towards meeting their projected units for the year.

Program and technical assistance for provider agencies.
1. Build and maintain strong working relationships with funded providers.
2. Review Title III Request for Proposals (RFP) and extensions, obtaining programmatic clarification and corrections prior to Notice of Grant Award and contracts being issued.
3. Complete a portion of program reviews of funded provider agencies annually.
4. Ensure compliance by providers with required tracking and reporting.
5. 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.

**Prepare and submit a variety of reports to the Illinois Department on Aging (IDOA).**

1. Prepare the Nutrition Services Incentive Program (NSIP) report monthly
2. Prepare and submit the NAPIS report annually.
3. Prepare the Program Performance and Detail Services Report twice a year.
4. Prepare the Nutrition Services Program report and submit annually.
5. Prepare other reports for IDOA as requested, including the Nutrition Project and Site Listing and the Multi-purpose Senior Center Listing.

**Oversee the Community Care Program (CCP) through the System Development Grant.**

1. Communicate regularly with service providers regarding the status of their payments.
2. Review contracts with CCP service providers and resolve billing issues.
3. Resolve problems with active client contracts and service information, utilizing updated information to evaluate rejected and accepted payments.
4. Serve as a resource for providers and clients with questions or concerns.
   Review and interpret appropriate regulations and solicit information from IDOA or other resources to ensure accurate responses.
5. Complete a quarterly report for IDOA summarizing all time and activities falling under the Systems Development Grant for all staff members.
6. Maintain regular communication with Alternatives for the Older Adult, including attending quarterly meetings.
7. Complete initial supervisory and care coordination training and re-certification training every 18 months.
8. Educate WIAAA staff on program changes as needed.

**Monitor the Adult Protective Service Program**

1. Annually evaluate provider service for quality and program compliance by randomly reviewing case files and completing an administrative review periodically. Compile the results of the monitoring review and expedite a plan of corrective action for problems encountered in the review.
2. Complete a quarterly program report for IDOA.
3. Prepare a random sample of clients for providers, enabling them to complete a self-assessment required by IDOA annually.
4. Monitor and control the early intervention funds (EIS) provided for clients.
5. Provide assistance to providers on difficult client cases or billing issues.
   Reconcile payment errors and send corrected summary information to IDOA.
6. Track intake numbers and report the information to IDOA monthly.
7. Coordinate all public relations and educational activities associated with Adult Protective Services and Elder Abuse month.
8. Coordinate all APS materials that are utilized by WIAAA staff at health fairs, community presentations and other community events.
9. Plan and facilitate quarterly meetings for Alternatives supervisors and case workers.
10. Work closely with the APS provider to establish and maintain a Fatality Review Team for PSA 03.
11. Attend one of Alternative’s Multi-Disciplinary-Team (M-Team) meeting per fiscal year.

Provide oversight to the Long Term Care Ombudsman Program.
   1. Complete a quarterly program report for IDOA.
   2. Participate in the first day of the administrative and case review by State Long Term Care Ombudsman.
   3. Attend quarterly meetings of the Illinois Association of Long-Term Care Ombudsmen.
   4. Responding to calls expressing concerns about long term care facilities including assisted living facilities, gathering the needed information and making the appropriate referral.
   5. Coordinate the investigation and response to complaints through the Home Care Ombudsman program that create a conflict of interest at Alternatives.
   6. Participate in the procurement and RFP scoring process.

Coordinate the grant application review, tracking, authorization and payment process for Respite providers.
   1. Participate in the review of Respite grant applications, ensuring that all necessary documents are received. Work with the Fiscal department to provide the information needed to issue the NGA’s.
   2. Coordinate with the fiscal department to monitor and track authorizations for Respite care from Alternatives and bills received from service providers, issue termination and warning letters as authorized amount begin to run out and to develop and distribute communications soliciting donations of the Respite program.
   3. Enters all respite participants and units in NapisPak.

Development of a strong website, social media, and communication strategy for WIAAA.
   1. Share responsibility with Augustana Web Guild for the ongoing development of the web site.
   2. Assist in coordinating the development, implementation and ongoing management of Social Media tools.
   3. Assist in coordinating a consistent public relations and communication strategy.

Development and delivery of Evidence Based programs and Computer Classes
   1. Attend training to be certified as a Matter of Balance Coach and Chronic Disease Self- Management leader. Assist with program development and management as assigned.
   2. Serve in a lead role in the planning and coordination of computer classes including: updating training curriculum as needed, scheduling, teaching, recruiting participants, marketing, obtaining materials, evaluation/tracking, and monitoring the program’s effectiveness.
3. Train WIAAA staff member or other volunteers to assist with teaching computer classes.
4. Provide phone and in person support for participants with any computer questions or concerns.

**Participate in WIAAA agency wide priority projects as assigned, often in a leadership role**
1. Serve on at least one of the major internal committees related to topics or special events that apply to the Agency as a whole.
2. Conduct Program Reviews throughout the service area as assigned.
3. Participate in provider Request for Proposal (RFP) scoring, review and follow-up.
4. 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.
5. Assist in the planning and delivery of Information and Assistance (I & A) and Outreach training for providers.
6. 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.
7. 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 extensively, often overnight.

**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.