

**AREA AGENCY ON AGING FOR SOUTHWEST FLORIDA
JOB DESCRIPTIONS**

POSITION TITLE: HEALTH AND WELLNESS COORDINATOR (PART TIME)		DEPARTMENT: COMMUNICATIONS	
SALARY RANGE:		PAY GRADE LEVEL:	
STATUS: PT	FLSA STATUS: NON-EXEMPT	SUPERVISE OTHERS: NO	CREATED: 3/25/2019
SUPERVISOR: DIRECTOR OF COMMUNICATIONS		CEO APPROVAL/ DATE: <i>Maura Lovine 03-26-19</i>	

General Description

This is a position on the staff of Area Agency on Aging. The employee will be responsible for coordinating and implementing the Health and Wellness initiatives of the Agency. This position also supports other functions of the Agency as needed, including outreach.

This position reports to the Director of Communications. Under the guidance of the Director of Communications, this position is responsible for ensuring all annual deliverables are met in accordance with the Agency's annual pre-determined timelines so that all grant dollars can be drawn down for the Agency.

Competency: Planning and Organization

- Together with Communication and Health & Wellness staff, coordinates the Health and Wellness initiative:
 - Develops volunteer opportunities in compliance with program requirements and ensures adherence to fidelity, goals and schedules
 - Identifies and proposes new grant opportunities and assists in the preparation of RFPs and grant applications as required
 - Implements Evidence Based Workshops according to appropriate guidelines
- Responsible for reporting the status of the annual deliverables to the Director of Communications and CEO on a quarterly basis (or more often if requested).
- Able to set priorities, meet deadlines and organize tasks effectively
- Maintains documentation for DOEA monitoring purposes
- Research and follow up on potential outreach activities; participates on Agency's Outreach Committee.
- Work closely with Director of Communications/Outreach and Health & Wellness staff to organize and participate in outreach activities such as health fairs and community events to achieve program and Agency goals.

Competency: Communications

- Presents Evidenced Based Workshops as a facilitator and/or Master Trainer as appropriate, schedules workshops as needed.

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- Develops and builds community partnerships/collaborations with Aging Network organizations with the goal of serving seniors, the disabled, and their caregivers
- Plans and presents educational training programs and workshops to ensure volunteers are recruited throughout the seven-county Planning and Service Area
- Conducts presentations about the Agency and its programs to publicize programs, including preparing and delivering presentations to senior civic groups, senior centers, community organizations, religious organizations, private businesses, etc.
- As directed, represents the Agency at community events, meetings and other functions to present information, build awareness, or to recruit new volunteer facilitators and/or workshop participants

Competency: Innovation

- Develops new methods of outreach to expand programs and recruit volunteers into non-traditional areas or previously untapped communities, as appropriate
- Evaluates, analyzes and recommends service delivery systems for programs serving seniors
- Markets program and volunteer opportunities throughout the aging network
- Recruits and ensures an adequate number of volunteers are trained to conduct evidence-based programs
- Identifies unmet needs and creates, adopts and/or promotes programs which enhance positive and healthy living

Competency: Customer Focus

- Commitment to the Agency's mission of assisting older adults and adults with disabilities
- Acts as an advocate by performing activities on behalf of the Health and Wellness program and by participating in community events for the initiatives as directed
- Ensures the delivery to seniors and/or their caregivers of information that facilitates healthy living
- Provides support to workshop participants through resource and referral and post-workshop follow up
- Works with Director of Communications to ensure presentation materials are up to date. Assembles information, training materials, manuals, agendas and correspondence
- Plans events including needed purchases, and coordinates necessary facility arrangements
- Provides new and/or pertinent information to the leadership team so it can be entered into the Helpline database, shared with staff and/or incorporated into other documents/presentations provided on behalf of the agency

Competency: Quality & Continuous Improvement

- As directed, attends training programs and conferences and functions as an active participant and contributor; provides summary to Director of Communications
- Trains and oversees the training and activities of volunteer staff

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- Maintains an effective working relationship with site personnel to ensure the most effective placement of volunteers
- Responsible for database input, operation and maintenance for both initiatives
- Oversees the assessment of Evidence Based Programs' quality, effectiveness and efficiency as delivered by volunteer staff
- Adheres to volunteer risk management strategies and techniques to reduce liability exposure
- Assists in obtaining relevant information and data regarding volunteers' assignments and participant demographics
- Reviews and interprets Evidence Based guidelines to ensure program fidelity among volunteer staff and participants

Competency: Technical and Functional Effectiveness

- Prepares and maintains initiatives' statistics, monthly reports and on-site reviews
- Responsible for ensuring compliance with initiatives' requirements and regulations
- Provides technical assistance to paid and volunteer staff to ensure compliance with program requirements and outcome measures
- Develops, reviews and maintains Letters of Agreement and Memoranda of Understanding with sponsors, volunteers, facilities and sites as appropriate
- Accurately completes and timely submits reports
- Works closely with Director of Communications and Health & Wellness staff to effectively manage programs' deliverables and ensure Agency is able to capture all grant dollars allocated for these programs.
- Completes assigned duties as stated in the Agency's natural disaster preparedness plan

Non-Essential Functions

- May be required to work some weekends and/or evenings
- May participate as a member of community-based committees, workgroups or task forces
- Attends conferences or training programs
- Lends support to other departments with special projects and events
- Performs other duties as assigned

Other Competencies Related to Knowledge, Skills and Abilities, and Other Personal Characteristics

- Ability to effectively communicate and express ideas verbally and be an effective public speaker
- Ability to clearly express ideas in writing using appropriate organization, grammar, spelling, punctuation, language or terminology
- Excellent public speaking, presentation, telephone, and customer service skills.
- Ability to handle stress, remain composed, and cope with a wide range of interpersonal and/or crisis situations
- Knowledge of area programs, community resources and services, and internal Agency practices and policies

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- Ability to understand and apply laws, rules, regulations, policies and procedures
- Ability and readiness to make decisions, render judgment, take action, or commit oneself
- Ability to establish and maintain professional communications and relationships with various organizations/agencies and be able to effectively interact with other staff members, volunteers, provider representatives, seniors, other partner organizations and community leaders
- Ability to work with seniors and display compassion, empathy and patience, and to provide outstanding customer service
- Ability to effectively work with others; provide outstanding client/customer service; and display effective time/project management abilities
- Demonstrated ability to work independently; take personal responsibility; and demonstrate accountability for actions
- Ability to establish a course of action for oneself and others to accomplish specific goals; plan for proper and timely accomplishment of goals and appropriate use of resources; and pay attention to detail.
- Ability to relate and compare information and data from different sources; secure relevant information; and identify issues, relationships and possible causes of problems
- Is considerate and respectful of the diversity of others
- Possesses an open and non-judgmental orientation
- Ability to display initiative; flexibility and self motivation
- Committed to personal/professional growth and development
- Ability to work effectively in a high demand and fast-paced environment to respond to changing priorities
- Knowledge of needs assessment processes and planning evaluation methodologies
- Ability to make sound recommendations based on facts and logical assumptions
- Ability to manage multiple projects and teams including planning, establishing goals and utilizing resources
- Knowledge of marketing techniques, practices and processes as well as curriculum design
- Takes personal responsibility and demonstrates accountability for actions
- Conducts self appropriately in work situations and when representing the Agency

Required Skills and Knowledge

- Ability to use computer and Microsoft Office products including Outlook, Word and Excel
- Possesses the ability to communicate effectively and concisely
- The incumbent/candidate must successfully clear a Level II background screening and drug screening in order to hold this position

Minimum Qualifications

- Associate's degree plus at least three years of relevant experience in a related social service organization, or an equivalent combination of experience and education

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- Demonstrated presentation, communication, and customer service skills
- Broad knowledge of the aging network is preferred but not required
- Bilingual (English/Spanish) preferred but not required
- May be required to successfully complete or maintain specialized training

Physical Requirements

- Ability to work under stressful situations
- Must have own dependable transportation, a valid license, and insurance coverage, and the ability to travel within two hours of primary office location
- Pleasant and clearly understandable telephone voice
- Ability to lift and carry at least 25 pounds
- Ability to operate computer and other office equipment
- Ability to sit at a desk for more than two hours at a time
- Ability to bend and stoop in order to file and shelve

Work Environment:

The work environment characteristics are representative of those an employee encounter while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employee Acknowledgement:

I acknowledge that I have received and read my job description. I understand that my job or position may change at any time with or without an updated job description and additional instructions from my supervisor may substitute for an updated job description. I acknowledge that questions about my job, job description or job performance should be directed to my supervisor.

Employee Signature: _____ Date: _____

Employee Printed Name: _____

The statements in this job description are intended to describe the general nature and minimum level of work required. The content should not be construed as a complete list of all duties, responsibilities and skills required to meet the criteria for this position. Upon request, reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.