


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

POSITION TITLE: HEALTH AND WELLNESS SPECIALIST		DEPARTMENT: PROGRAMS & PLANNING	
STATUS: PART TIME	FLSA STATUS: NON-EXEMPT PAY GRADE LEVEL: NE 4	SUPERVISE OTHERS: NO	CREATED: 3/2019 REVISED: 01/2021
SUPERVISOR: DIRECTOR OF PROGRAMS AND PLANNING		CEO APPROVAL/DATE: 02/04/2021 NORMA ADORNO, CEO 	

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 Programs and Planning. Under the guidance of the Director of Programs and Planning, 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 Health & Wellness-Elder Abuse Coordinator, SHINE/MIPPA, and Programs staff, assists and coordinates the Health and Wellness initiatives to include:
 - Provides input and assist with development of 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
 - Provides input and assists with Evidence Based Workshop implementation according to appropriate guidelines
- Responsible for understanding and displays a thorough knowledge of the current department status specific to the annual deliverables reported to the Director of Programs and Planning 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
- Able to research and follow up on potential outreach activities; participates on Agency's Outreach Committee or (other agency committees as assigned)
- Able to collaborate closely with Director of Programs and Planning, Health & Wellness-Elder Abuse Coordinator, SHINE/MIPPA and Programs staff to organize and participate in outreach activities such as health fairs and/or community events to achieve program deliverables and Agency goals.

Competency: Communications

- Presents Evidenced Based Workshops as a facilitator and/or Master Trainer as appropriate schedules workshops as needed.
- Develops and builds community partnerships/collaborations with Aging Network organizations with the goal of serving seniors, the disabled, and their caregivers
- Assist with planning and presents educational training programs and workshops to ensure volunteers are recruited throughout the seven-county Planning and Service Area
- Assists with conducting presentations about the Agency 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

- Assists in developing new methods of outreach to expand programs and recruit volunteers into non-traditional areas or previously untapped communities, as appropriate
- Contributes innovative opportunities and recommends service delivery systems for programs serving seniors
- Markets program and volunteer opportunities throughout the aging network, as directed
- 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 and coordinates necessary facility arrangements to workshop participants through resource and referral and post- workshop follow up
- Assists Health and Wellness Coordinator to ensure presentation materials are up to date. Assembles information, training materials, manuals, agendas and correspondence
- 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 Programs and Planning.
- Assists with training and oversight activities of volunteer staff
- Assists in obtaining relevant information and data regarding volunteers' assignments and participant demographics
- 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
- Assists the Health and Wellness Coordinator with the assessments of Evidence Based Programs' quality, effectiveness and efficiency as delivered by volunteer staff
- Assists the Health and Wellness Coordinator with reviews and interpretations of Evidence Based guidelines to ensure program fidelity among volunteer staff and participants
- Adheres to volunteer risk management strategies and techniques to reduce liability exposure

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 Programs and Planning, Health & Wellness-Elder Abuse Coordinator, SHINE/MIPPA, Finance and Programs 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 Emergency Preparedness Plan.

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

- 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 multi-task, 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, laptop and Microsoft Office products including Outlook, Word, and Excel. Working knowledge of social media tools/platforms to include Zoom or facilitating on-line meetings.
- 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
- 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 and cope 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

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 force
- Attends conferences or training programs
- Lends support to other departments with special projects and events
- Performs other duties as assigned

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.