


AREA AGENCY ON AGING FOR SOUTHWEST FLORIDA
JOB DESCRIPTIONS

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| POSITION TITLE: HEALTH AND WELLNESS - ELDER ABUSE PREVENTION COORDINATOR | | | DEPARTMENT: PROGRAMS & PLANNING |
| SALARY RANGE: | | | PAY GRADE LEVEL: |
| STATUS: FULL TIME | FLSA STATUS: NON-EXEMPT PAY GRADE LEVEL: NE 4 | SUPERVISE OTHERS: NO | CREATED: 1/2016 UPDATED: 01/2021 |
| SUPERVISOR: DIRECTOR OF PROGRAMS AND PLANNING | | CEO APPROVAL/DATE: 01/29/2021 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 and Elder Abuse Prevention initiatives of the Agency. This position also supports other functions of the Agency as needed.

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 contract 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.

Responsibilities:

The Health and Wellness - Elder Abuse Prevention Coordinator will provide administrative support services necessary to coordinate and implement all Health & Wellness, Elder Abuse and Chronic Disease Self- Management Program (CDSMP) initiatives and deliverables for the Area Agency on Aging for Southwest Florida. The duties and responsibilities include but not limited to, the following:

Competency: Planning and Organization

- Coordinates the Elder Abuse Prevention initiative:
 - Responsible for coordinating and carrying out all Elder Abuse prevention activities
 - Responsible for retaining documentation showing proof of contract deliverable requirements that are documented in quarterly reports
 - Maintains an inventory of brochures, posters and other Department-approved educational material using the standard inventory system
 - Prepares reports associated with the Elder Abuse Prevention initiative
 - Assist with project planning (e.g., World Elder Abuse Awareness Day) and may participate in project teams or as a member of various community task forces
- Coordinates the Health and Wellness initiative:
 - Responsible for coordinating and carrying out the Chronic Disease Self-Management Education (CDSME) Program in areas with limited program infrastructure in order to

- introduce and deliver evidence-based CDSME programs with underserved geographic areas and/or populations.
- Completes CDSME program deliverables timely according to Schedule of Deliverables and Payments; communicates with Fiscal team.
- 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 regarding the completion of the annual deliverables to the Director of Programs and Planning, who will provide this information to the CEO and CFO 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
- Maintains organized and clutter free workstation

Competency: Communications

- With the Director of Programs and Planning, facilitates outreach efforts to publicize programs and obtain support services including preparing and delivering presentations to criminal justice agencies, senior civic groups, senior centers, mental health organizations, religious organizations, private businesses, etc. on recognizing and preventing elder abuse and exploitation, scams and identity theft, and related issues affecting the senior population
- 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
- 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
- Presents Evidenced Based Workshops as a facilitator and/or Master Trainer as appropriate

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

- Advocates and educates stakeholders, public safety personnel, and others on behalf of elderly persons
- Acts as an advocate by performing activities on behalf of the programs 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 Programs and planning 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

Competency: Quality & Continuous Improvement

- As directed, attends conferences and training programs and functions as an active participant and contributor; provides summary to Director of Programs and Planning.
- Trains and oversees the training and activities of volunteer staff
- 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, quarterly 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 Memoranda of Understanding and Letters of Agreement with sponsors, volunteers, facilities and sites as appropriate
- Accurately completes and timely submits reports
- Works closely with Director of Programs and Planning 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

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
- 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, patience and to provide outstanding customer service at all times
- Ability to effectively work with others; provide outstanding client/customer service; and display effective time/project management abilities
- Demonstrated ability to work independently; takes personal responsibility; and demonstrate accountability for actions and follow through
- 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
- May be required to work evenings and/or weekends and travel
- Ability to effectively work in a high demand and fast-paced environment to respond and meet the changing needs of the agency and/or DOEA 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
- Conducts self appropriately and professionally at all times 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.
- 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 knowledge of training and presentation techniques
- 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 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

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.