

Position Title: Eldercare Program Director

Reports to: JEDC Executive Director and SREC Steering Committee

Project Description: The mission of the Coalition is to “Bring eldercare providers together to problem solve mutual issues, share program information, and *be a collaborative force for change.*”

Position Summary: The role of the Program Director is to act as the Director of the SREC Program under the leadership of JEDC and the Coalition Steering Committee. This position will act within the scope of the Workplan but with significant self-direction and motivation.

This position will help members of the Coalition convene, coordinate and act around the purpose of the mission statement. The focus will be on mobilizing a constellation of people, resources, and skills throughout Southeast Alaska to enable more effective and efficient recruiting, training, and retaining of an Eldercare workforce; navigation of available resources; and addressing state and local policy to create a lasting impact on Eldercare issues.

Responsibilities:

1. The Program Director will coordinate activities, information sharing, and communication of project work to/with the SREC Steering Committee and to/with the Coalition as a whole. The Program Director will:
 - a. Provide a written monthly report on progress towards goals to JEDC and Steering Committee.
 - b. Organize and support regularly scheduled meetings including Committee meetings and full Coalition meetings. Provide ongoing support and research for the Committees, as directed.
 - c. Coordinate planning and facilitate action on deliverables to ensure alignment and collaboration amongst stakeholders and partners.
 - d. Gather information on existing, related initiatives to prevent duplication of effort.
2. Provide supervision to the full staff of the SREC grant including but not limited to the Eldercare Navigator, the Eldercare Training Coordinator, and the Eldercare Employment Services Recruiter and including but not limited to hiring, termination, evaluation and problem solving with staff.
3. The Program Director will facilitate the ongoing work of the Committees by addressing the strategic priorities of the Coalition as outlined in the deliverables and Work Plan. This includes extensive program development, planning, evaluation, monitoring, and reporting on outcomes within the scope of grants and more globally to ensure continuation of best practices in eldercare.
4. Oversee ongoing grants submission and management, develop, and oversee grant budgets and financial reports to ensure compliance with each grant’s requirements.
5. Develop in concert with the SREC Steering Committee a Client/Family – Provider contract to enhance understanding, responsibilities and relationships between client/family and the provider.
6. Oversee design, implementation, monitoring, and reporting of the Wage Supplementation program emphasizing DSP positions in SREC employer positions including determining qualifying factors to apply to employers who receive the wage supplementation for employees.
7. Organize a SREC Summit, as directed by the Steering Committee, that will serve to provide a) linkages among eldercare providers, b) training for direct staff and leadership, c) training on best practices and c) report on the accomplishment of goals of the SREC.
8. Other duties as assigned.

SREC Job Descriptions

Revised July 27, 2022

Core Competencies:

- Experience with and/or willingness to learn about different cultures to enhance personal and professional relationships with people of diverse backgrounds and to enhance activities, products, and goals with cultural sensitivity
- Proven writing and verbal proficiencies to speak to a diverse audience, including writing, editing, proofreading, and speaking skills, tailored to diverse audiences.
- Ability to resolve problems of a complex nature and those involving policy interpretation as well as preparing responses to non-routine or sensitive correspondence
- Ability to evaluate and report on programs, program outcomes, and survey information of activities to ensure program objectives and goals are being met
- Creative approach to problem-solving
- Strategic, big picture perspective and attention to detail
- Demonstrated high-level organizational skills
- Enthusiastic ability to work collaboratively with and appreciate diverse team members and constituents
- Outstanding time management skills
- Ability to rapidly adapt to changing situations

Education and Experience:

Applicants for this position will provide a CV, three references with contact information or three recent letters of reference, a sample of their written work related to reporting or researching information (from previous employment), and a written description of the leadership qualities they possess, including how their style of leadership exemplifies their readiness for this position.

- Master's or bachelor's degree in Medical Administration, Public Health or Social Services preferred or in a related field with minimum of identifiable coursework related to social services, public policy, health occupations or education.
- Five or more years of demonstrated senior management experience including program development, planning, legislative advocacy, grant writing and fund development preferred. Experience in providing direct services preferred, with an emphasis on eldercare or serving disadvantaged populations highly desirable.
- Professional experience may be substituted for educational requirements
- Experience managing or overseeing social services grants, proposal budgets and financial reports

Experience reporting to a board or oversight entity that entailed developing, evaluating and reporting on programs, program outcomes, and survey information to ensure program objectives and goals are being met.

Annual Salary: \$95,000 to \$100,000 (Similar to Director Position at CCS)

Benefits: Calculation: 30% of Salary including retirement allocation, paid leave and holidays, health insurance negotiable.

Position Title: Eldercare Navigator

Reports to: SREC Program Director

Project Description: The mission of the Coalition is to “Bring eldercare providers together to problem solve mutual issues, share program information, and *be a collaborative force for change.*”

Position Summary: The Eldercare Navigator (also known as a client navigator or resource navigator) is a member of a health care team who helps individuals 60 and over and their families’ overcome barriers to quality care. Those barriers may include access to services, insurance, or lack thereof, poor health literacy, transportation, and others. This position will serve individuals and families throughout Southeast Alaska.

This position may be colocated at SE Alaska Independent Living (SAIL), the current ARDC providers in Southeast. Eldercare Navigator should have a good understanding of the Southeast communities to be served. The Eldercare Navigator will work closely through the Catholic Community Service Senior Center System to engage rural clients and providers.

Eldercare Navigator will build effective working relationships with their clients, helping to support, educate and assist clients to navigate the complex health care system. The Eldercare Navigator has an excellent understanding of the health resources available to seniors in each community to refer their clients to the best resources and services available to them.

To navigate this system, the Eldercare Navigator will need to work effectively with both clients and multidisciplinary care providers and community partners. They need to be able to identify their clients’ physical, emotional, and cultural needs, facilitate appropriate medical releases of information and help clients access appropriate resources to meet their specific needs. This position will assist in the development, use, and revision of the Client/Family - Provider.

This position will report to the SREC Program Director and actively collaborate with SREC and JEDC staff, Care Coordinators, and medical/health care providers (primary care physicians, nursing staff, mental health workers).

Responsibilities:

Facilitate direct care to clients needing eldercare services:

- Provide information and referral to seniors, family members, other agencies, etc. via one-on-one supportive counseling and assistance to ensure successful linkage to services
- Establish close relationships with and serve as primary point of contact for clients upon initial service
- Observe, report, and assess client self-administration of medication and capacity for self-care
- Identify and arrange for services with individual’s consent
- Provide outreach and support to rural communities through travel (as needed), telephone or zoom and clients’ home as needed to exchange information
- Identify resources for clients to overcome barriers to care, such as transportation, housing, and childcare arrangements.
- Follow up to ensure services have been secured or determine if more assistance is needed
- Communicate with Care Team members (Care Coordinators, primary care physicians and other health care providers) to facilitate client care

SREC Job Descriptions

Revised July 27, 2022

- Maintain strict confidentiality in accordance with agency policies
- Meet with Care Team to discuss client care issues and needs and facilitate client health care.
- Maintain documentation of all client encounters and complete reporting requirements according to organization standards
- Track client information, schedules, files, and forms in a confidential manner. Assist with development of forms and tracking documents.
- Track client progress and satisfaction with services on a periodic basis
- Attend and represent the organization at professional conferences, in-service trainings, and meetings at the request of or with the approval of supervisor
- Attend community events as a representative of the SREC and/or the SAIL/ADRC program.
- Execute necessary reporting requirements
- Meet regularly with SAIL/SREC to coordinate and share information, track progress, identify opportunities to collaborate, etc.
- Other duties as assigned.

Core Competencies:

- Experience with and/or willingness to learn about different cultures to enhance personal and professional relationships with people of diverse backgrounds and to enhance activities, products, and goals with cultural sensitivity
- Commitment to the *Independent Living Philosophy*, which arose out of the Civil Rights Movement and seeks equity, access and inclusion for seniors who may or may not experience a disability but desire independence
- Commitment to the mission of care coordination and an interest in working with elderly clients
- Passion, trustworthiness, and empathy when working with clients
- Ability to build relationships with different types of people, including clients, organization members, and health care providers
- Good communication and interpersonal skills and the ability to speak concisely to clients and family members
- Excellent organization and time management skills, especially re: confidential client material and appointment tracking
- Flexibility and adaptability in response to changing client and health care provider' needs

Education and experience:

- Minimum high school degree or some college education
- Strong understanding of cultural competency with the target population
- Computer literacy
- Exposure to issues of death and dying
- Regional and local travel
- Some evening and weekend work required
- This position is eligible for a flexible work schedule

Annual Salary: \$60,000 (Similar to Case Manager Position at CCS)

Benefits: Calculation: 30% of Salary including retirement allocation, paid leave and holidays, health insurance negotiable.

SREC Job Descriptions

Revised July 27, 2022

Position Title: Eldercare Outreach/Recruitment Coordinator

Reports to: SREC Program Director

Project Description: The mission of the Coalition is to “Bring eldercare providers together to problem solve mutual issues, share program information, and *be a collaborative force for change.*”

Position Summary: The Eldercare Outreach/ Recruitment Coordinator (Recruiter) is responsible for creatively seeking out and developing quality candidates, assisting with training and ancillary service referrals needed, and referring qualified applicants to open positions with Southeast Regional Eldercare Coalition (SREC) employers/service providers. The position will engage in full cycle recruiting activities, collaborating with SREC employers on a regular basis and proactively identifying future hiring needs. The Recruiter ensures that the Coalition employers attract, hire, and retain the best employees, while growing a strong healthcare talent pipeline. This position will coordinate with the Eldercare Training Coordinator and may be placed in a host organization such as AKDOLWD Juneau Job Center (which serves the southeast region) to ensure efficiency and access to job recruitment and placement tools and facilities.

Responsibilities:

- Design and implement overall recruiting strategy focused on health care and healthcare providers as an excellent career track with promotional opportunities
- Prepare recruitment materials and post jobs to appropriate job board/newspapers/colleges, etc. independently or in consultation with the Media Consultant
- Source and recruit candidates by using databases, social media etc. while applying HR recruiting best practices
- Screen candidates' resumes and job applications and conduct interviews using various reliable recruiting and selection tools/methods to filter candidates
- Assess applicants' relevant knowledge, skills, soft skills, experience, and aptitudes - provide services to customers in both one-on-one and group settings
- Foster good relationships with recruits and SREC employers and act as a point of contact to build successful candidate and employer relationships during the selection process.
- Reverse recruit job seekers, inviting them to apply to a job, screening candidates through phone interviews and assisting them with filling out hiring paperwork
- Refer applicants for training needs via the Eldercare Training Coordinator; provide outreach, referrals, and information to individuals, employers, and partner agencies
- Provide applicant focused support, and program services to individuals including planning, organizing, scheduling, and directing employment or training activities
- Provide assistance to job seekers and employers, conduct mock interviews, and assist in developing resumes and job descriptions, respectively
- Other duties as assigned

Core Competencies:

- Experience with and/or willingness to learn about different cultures in order to enhance personal and professional relationships with people of diverse backgrounds and to enhance activities, products, and goals with cultural sensitivity
- Ability to collaborate and help direct Media Consultant to ensure all mechanisms for outreach are used effectively and efficiently with the expert advice of that consultant.
- Capacity to engage with people effectively and the ability to synthesize information quickly and efficiently.

SREC Job Descriptions

Revised July 27, 2022

- Ability to provide analytical and well documented recruiting reports to the SREC and AKDOLWD teams.
- Experience coordinating, developing, and sustaining cooperative relationships with public and private sectors, internal and external partners.
- Ability to provide clear written explanations, summaries, reports, or correspondence; and to locate and input into data systems.
- Ability to evaluate and report on programs, program outcomes, and survey information of activities to ensure program objectives and goals are being met. Knowledge of federal and state laws and rules relating to employment services, benefits/social services, and/or labor and veteran laws and programs.

Education and Experience:

- Bachelor's degree in HR or a related field/experience **and/or**
- Proven work experience as a Recruiter (either an in-house recruiter or a staffing agency recruiter) in the healthcare field and/or social services **and/or**
- Three years of experience such as providing employment services; coordinating training services; conducting skills assessments; making referrals to community support services; assisting individuals to apply for assistance or benefits; providing services to the public; explaining policies, procedures, services, or requirements to the public; resolving customer complaints or problems; calculating costs, refunds, taxes, or benefits.
- Considerable knowledge of
 - the principles and techniques of interviewing.
 - culturally and economically disadvantaged individuals, groups, and communities.
 - the techniques and methodology of effective customer service delivery.
 - the nature, scope, and availability of programs and services designed to alleviate social problems related to employment and employability processes.
 - general economic conditions and trends affecting labor supply and demand.
- Working knowledge of available community resources and services and possible application to an individual's situation.
- Working knowledge of personal computer-based workstations and related business software suites.
- Skill in interviewing individuals to obtain the information needed to assess skills and aptitudes and determine eligibility for employment services programs.
- Skill in establishing and maintaining effective relationships with the public, government, private industry, professional personnel, and others.
- Skill in analyzing situations accurately, taking effective action, and gaining confidence of persons and groups requiring services.

Annual Salary: \$60,000 (Similar to Range 16 for Employment Services Technician III at AKDOLWD)

Benefits: Calculation: 30% of Salary including retirement allocation, paid leave and holidays, health insurance negotiable.

SREC Job Descriptions

Revised July 27, 2022

Position Title: Eldercare Training Coordinator

Reports to: SREC Program Officer

Project Description: The mission of the Coalition is to “Bring eldercare providers together to problem solve mutual issues, share program information, and *be a collaborative force for change.*”

Position Summary: The Eldercare Training Coordinator is responsible for developing, facilitating, and/or coordinating known and unique training courses and programs for SREC employers, employees, and potential employees throughout Southeast Alaska. Their duties include speaking with relevant staff to determine training needs, implementing training programs ensuring compliance with best practices and company procedures, while emphasizing equity and inclusiveness. Duties also include reviewing data from previous training programs to determine their success in helping employees learn about the company or a particular skill. This position may be placed in a host organization to ensure efficiency and access to training materials/workshop and classroom space.

Responsibilities:

The Eldercare Training Coordinator will:

- Provide primary oversight of the SREC training programs, conduct outreach efforts to partners, and work with Media Specialist to create culturally competent outreach materials.
- Conduct training for potential and already employed staff across various programs as deemed necessary to meet SREC needs.
- Evaluate and monitor training effectiveness; make recommendations for improvement and changes to the training curriculum. Evaluate progress of work plans and make recommendations for improvement.
- Monitor, schedule, and notify eldercare employees re: trainings.
- Create training schedules, track, and create reports on outcomes of all training and maintain training records.
- Recommend training materials and methods, order and maintain in-house training equipment and facilities and manage the budget set for training.
- Responsible for maintaining organization, order, and cleanliness of all training areas.
- Responsible to ensure all training resources, materials and equipment (i.e., CPR manikins, American Red Cross equipment, activity materials and handouts) are available and in working condition.
- Gather and evaluate information from employees and employers on previous training to identify weaknesses and areas that need additional training.
- Attend seminars and meetings to learn new training methods and techniques and use the knowledge to prepare and coordinate future training sessions.
- Market eldercare training opportunities to employees and provide information on benefits to encourage participation.

Demonstrates understanding of emergency procedures, fire drills, evacuation procedures and internal/external disaster plans and procedures.

- Inform employees on scheduled training and track their progress.
- All other related duties as assigned.

Core Competencies

- Understand and ensure compliance with necessary regulatory standards and funding agency requirements.

SREC Job Descriptions

Revised July 27, 2022

- Maintain and promote a safe, clean, and positive work atmosphere, behaving and communicating in a professional manner at all times in the presence of clients, co-workers, supervisors, and external stakeholders.
- Maintain the implementation of work plans/project outcomes, timelines, calendars, and coordination of work as needed to meet deadlines.
- Adhere to confidentiality standards relative to individuals' records, training progress, and tracking documentation according to HIPAA regulations.
- Maintain membership in professional organizations, develop professional contacts/resources and keep current on required training certification.

Education and Experience:

- Bachelor's degree in education or a human services field (including, but not limited to: Sociology, Special Education, Rehabilitation Counseling, and Psychology).
- Alaska Teaching credential desired but not required.
- Certifications desired in First Aid/CPR, Medication Administration and Safety/Crisis Interventions.
- Three (3) years of training experience.
- Professional appearance and excellent communication and organizational skills.
- Possess strong leadership skills and the skills and experience to work with individuals throughout various levels within the organization, enacting change and implementing initiatives.
- Flexible hours and the ability to alter working hours as required or necessary.

Annual Salary: \$60,000

Benefits: Calculation: 30% of Salary including retirement allocation, paid leave and holidays, health insurance negotiable.