

The MetroWest Aging and Disability Resource Consortium

Program Coordinator **Long Term Care Options Counseling** **Job Description**

The MetroWest Aging and Disability Resource Consortium is a key entry point for older adults and persons with disabilities to information, assistance with community resources and access to publicly funded, community-based long term care. The Long Term Care Options Counseling (LTCOC) Program Coordinator will oversee the implementation of the Options Counseling initiative and provide general direction to the staff directly providing the options counseling service and their supervisors.

General Statement of Duties: The (LTCOC) Program Coordinator will be responsible for the implementation and management of the Long Term Care Options Counseling initiative, including development and implementation of policies and procedures related to outreach, service delivery, data collection, and outcomes measurement. The Coordinator will provide direction to the options counseling staff and their supervisors and report to the Executive Directors of the member agencies of the MetroWest ADRC.

Supervised by: The MetroWest Aging and Disability Resource Consortium members' Executive Directors.

Supervision exercised: No direct supervision. Provide direction and guidance to the Long Term Care Options Counselors and their agency-based supervisors.

Examples of Duties:

- Develop and implement the LTCOC initiative.
- Provide direction and support to the LTC Options Counselors and their agency based supervisors.
- Assist in the effort to develop partnerships with community professionals.
- Ensure the culturally competent delivery of services to all consumers.
- Implement quality assurance standards for service delivery, documentation and data collection.
- Manage compliance with documentation, data collection, outcome measures and other reporting requirements.
- Act as the liaison to key funding sources, including the Executive Office of Elder Affairs and the Mass Rehab Commission.
- Coordinate training for options counseling staff.
- Collaborate with ADRC member agency staff to integrate LTCOC into existing systems.
- Establish regular communication and reporting methods about the initiative to the ADRC Executive Directors.
- Participate in activities to assist the ADRC in gaining visibility and trust with community agencies, providers and the public.
- Perform other related duties as required.

Qualifications:

- Master's Degree in Social Work, Management or Related Field.
- Three to five years experience in experience supervising or managing program operations.

- Demonstrated planning, program development and management skills.
- Strong leadership skills and ability to work well in a group and/or team setting.
- Driver's license and reliable transportation required.
- Excellent computer skills.
- Good knowledge of procedures and practices relating to the benefits and services available to older adults and persons with disabilities.
- Knowledge of the long term care and social service delivery systems, community resources and the local service system.
- Ability to communicate clearly and effectively, orally and in writing.
- Ability to network and maintain positive, effective relationships with the community agencies, providers, families, consumers and the general public.
- Ability to be flexible and work in a fast-paced environment.
- Ability to work constructively as a team member.