Position Title: Older Adult Program Coordinator

Position Summary: The Older Adult Program Coordinator serves as the internal programmatic consultant supporting services on behalf of older adults and their caregivers. This includes supervision, training, implementation of evidence-based models of care, program development, administration and evaluation of the Older Adult Program. This position is the lead external liaison and key relationship manager with community-based programs and organizations serving older adults. The Older Adult Program Coordinator monitors applicable regulatory standards and ensures the agency’s services maintain compliance with all regulations and standards of accrediting and funding sources.

Qualifications:

Education: Graduation from an accredited college or university with a master’s degree in the behavioral health care profession.

License: LISW or LPCC required, LISW-S or LPCC-S preferred.

Experience: At least five years of experience, including direct services, supervision, administration, quality improvement, program planning, and community organization. Experience providing and planning services on behalf of older adults.

Skills: Ability to provide and develop behavioral health services, ability to communicate articulately and effectively, possesses a strong commitment to the coordination of services and working in a team environment.

Performance Requirements:

Administrative Responsibilities:

• Uphold and follow the agency core values of integrity, empowerment, inclusivity and innovation in all aspects of the position.
• Create a welcoming, respectful, and safe environment.
• Share ideas and concerns in a constructive and respectful manner.
• Follow rules and requirements of all federal, state, local, and accrediting bodies. Coordinate the daily operations of the behavioral health care programming on behalf of older adults and their caregivers which includes, community-based outreach and specialized programming of the agency at all outpatient sites, multiple community-based sites and client’s homes.
• Assist in developing, implementing and monitoring the agency’s policies, procedures, annual goals, and objectives related to older adult services.
• Consistently exercise discretion and judgment in regard to agency operations and program services.
• Work with other management staff to ensure that the agency is compliant with all regulations, standards, and policies of funding and accrediting bodies.
• Represent agency at designated community, partner agency and systems meetings.
• Effectively market community-based behavioral health services and create new programs and service partnerships that lead to enhanced service delivery models of care.
• Oversee the older adult forums and other community outreach activities focusing on educating older adults, caregivers and professionals who interact with older adults and caregivers.
• Monitoring/overseeing older adult intake referrals and scheduling.
• Relationship development with key community stakeholders and contacts to ensure continuity of operations and referral flow to internal and external programs, external programs targeting older adults and their caregivers.
• Prepare and submit grant applications and reports to all funding sources at required timeframes.

Clinical/Programmatic Responsibilities:

• Recruit, train, supervise, and retain qualified professional staff.
• Supervise and evaluate older adult staff’s programmatic and administrative practices, Supervise and evaluate older adult staff’s clinical practice in collaboration with Older Adult Clinical Supervisor.
• Ensure that the staffing levels in the older adult services programs and quality improvement staffing are at the appropriate levels at all times to meet overall agency goals and to meet community service demands.

Syntero provides equal employment opportunity to all individuals regardless of their race, color, religion, gender, age, sexual orientation, national origin, disability, veteran status, or any other characteristic protected by state, federal, or local law.
• Review caseloads and efficiency of staff and determine caseload expectations accordingly.
• Provide direct service therapeutic interventions at a caseload negotiated with the agency Director of Clinical Operations; Could include the facilitation of a support group.
• Review paperwork/documents of staff for accuracy.

Other Duties: Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

Classification: Exempt
Hours Required: 40 hours per week

Location: Mill Run Office
Supervised by: Director of Clinical Operations

Employee Signature ____________________________ Date __________