



Title: **Program & Resources Coordinator**

Status: **Full-Time**

Reports to: **Executive Director**

Duties:

Program Development and Coordination

- Proactively research and analyze emerging trends in older adult services and programming by reading professional literature, attending webinars, participating in conferences, engaging with professional peers, older adults and their family caregivers. Use insights gained to inform program planning, support continuous improvement, and ensure services remain responsive to the evolving needs of older adults.
- Collaborate with community partners to design, develop, and implement new programs that address the needs of older adults. Work closely with the Executive Director to monitor, evaluate, and enhance existing programs, ensuring they remain effective, relevant, and aligned with organizational goals and community needs.
- Oversee the CCSS In-Home Care Services Program by conducting initial phone assessments of potential clients to determine eligibility and suitability for services. Facilitate client integration into the program and coordinate with in-home care partners to arrange appropriate service placements. Plan and coordinate development training for in home care agency staff. Evaluate client for potential referral to the Consumer Directed Respite Program and connect with CCSS' community partner. Support agency regarding client concerns/issues. Coordinates with other staff for support where necessary.
- Manage the Minor Home Repair and Safety Modification Program by evaluating client eligibility, coordinating with service providers, processing monthly reports, and maintaining accurate client records in PeerPlace. Coordinates with other staff for support where necessary.
- Oversee the Transportation Program by assessing client needs for rides beyond the standard program scope, coordinating ride approvals with transportation providers, and ensuring alignment with program criteria. Collaborate with internal staff as needed to provide support.
- Manage the Personal Emergency Response Program by identifying appropriate devices to include in contracts based on client needs, coordinating with providers to obtain and relay device information, and collaborating with staff to ensure proper support and implementation.
- Coordinates Information and Referral resource files, along with creating resource sheets to provide to clients.

- Serve as the Evidence-Based Program (EBP) Coordinator for the Mid-America Regional Council (MARC) Integrated Care Network by building and maintaining community partnerships to expand program reach. Recruit and support workshop leaders, including coordinating their training and certification. Ensure strict adherence to fidelity protocols and program guidelines, promote workshops to the community, manage documentation and data entry into MARC's databases, and review and approve payments to participating community partners.
- Coordinate all facets of the OSHER Lifelong Learning Program in partnership with the University of Kansas, including course planning, instructor support, venue logistics, administrative processing, and secure on-site class monitoring.
- Regularly communicate new program developments and updates to staff to ensure alignment, awareness, and effective program implementation across the team. Provide a monthly written staff report to the CCSS board.
- Coordinate the quality assurance process in collaboration with CCSS service providers and community partners to ensure compliance with client standards and service expectations.
- Collect, monitor, and analyze relevant program data to identify trends, support continuous improvement efforts and generate reports to inform decision-making.

Client, Provider, and Partner Communication

- Provide information regarding CCSS funded programs to and connections to other community resources to older adults, family members, and caregivers, via walk-in visits, phone calls, emails, Pure Chat inquiries, and at community events.
- Navigate client concerns that require additional communication, problem solving, and follow-up, which may involve on-going involvement, communication with service providers and documentation until concern is resolved. Enter relevant client information into CCSS' Peer Place database.
- Provide information about CCSS funded programs to professional peers and community partners.
- Provide relevant training to community partners as needed to ensure alignment with client eligibility, program standards and effective service delivery.
- Communicate with CCSS providers and other community organizations to learn about other opportunities for older adults that support their quality of life, to share with CCSS clients, and to keep CCSS staff informed.

Marketing and Promotion

- Design and develop marketing flyers and informational materials to promote and support CCSS programs.

- Maintain and regularly update the resource wall display and shared office files to ensure accurate and accessible information for staff and visitors.
- Coordinate delivery of CCSS brochures and other materials to designated older adult venues, such as independent living communities, community centers, libraries, etc.
- Facilitate outreach activities, including health fairs and informational presentations about CCSS and represent CCSS at networking events, community partner's special events, and meetings in general.
- Present information about CCSS to audiences, such as senior living community residents, at special events, to community business groups, at professional meetings, churches, etc.
- Send e-mail blasts to community partners and other organizations about CCSS funded services and programs.
- Write material for and create the CCSS E-Newsletter; professional workshops/slide decks; Resource Guides; Fact Sheets; Informational Pages; Editorials; Training Manuals/Staff Guides; Program reports.

Community Coalitions

- Facilitate Northland Living Well Collaborative activities by developing meeting agendas, leading discussions, recording meeting notes, and tracking and promoting evidence-based programs.
- Attend meetings, serve on boards or leadership teams of relevant community coalitions including but not limited to: Senior Falls Prevention Coalition of Clay and Platte Counties, Northland Community Services Coalition Board, Northland Professionals in Aging, Grandfamilies Planning and Advisory Group, State-led coalitions, and others. Report relevant community news to CCSS staff and board.

Shared Duties

- Answer incoming phone calls, offering initial information on CCSS-funded services, and directing clients to relevant community resources.
- Register clients for a Personal Emergency Response System.
- Manage and organize electronic data in the shared drive to ensure accessibility and efficiency.
- Enter data of client activities for the monthly statistical report.
- Create and maintain written procedures for CCSS' Policies and Procedures Manual.
- Provide material for CCSS website, Facebook and X accounts.
- Provide material for CCSS's Annual Report.
- Proofread and edit CCSS written material, such as brochure, flyers, announcements, annual report, etc.
- Review CCSS partners' follow-up forms and reports in the Grant Management website (Foundant).
- Review and provide feedback for Grantee and contracted agency contract agreements.

- Review proposals submitted for new contractor agencies.
- Procure supplies and resources for various programs.

Qualifications:

- Required: Bachelor's degree in Social Work, Gerontology, Human Services, or a related field, or 3-5 years related work experience. Experience in aging services and older adult programming. Experience in program coordination and administrative support in a nonprofit, government or social services setting.

Skills:

- Ability to gather, interpret and summarize information from various sources to identify trends and best practices in aging.
- Oversee program planning and continuous quality improvement by analyzing demographic data, service outcomes, and industry trends to guide decision-making and resource allocation for older adult services.
- Ability to juggle multiple concurrent programs, timelines and tasks.
- Understanding of In-Home Care and Respite Services and client assessment functions.
- Strong interpersonal skills with ability to provide clear, respectful, and compassionate customer service to older adults, caregivers, and community partners.
- Solid understanding of aging-related issues, including physical, cognitive, emotional, and social challenges commonly experienced by older adults.
- Demonstrate knowledge of community resources and services available to older adults and assist clients in accessing appropriate support and the ability to collaborate and build partnerships with community partners and external agencies.
- Strong public speaking and presentation skills for presentations, outreach events, community meetings and training sessions.
- Experience designing flyers and promotional materials and strong writing, proofreading and editing skills.
- Skilled in facilitating meetings, creating agendas and recording minutes.
- Ability to deliver training and guidance to community partners and staff to ensure program fidelity and alignment with CCSS standards.
- Strong organizational skills, including the ability to coordinate logistics, manage time effectively, and maintain accurate, well-organized files, materials, and displays; includes strong data entry, record-keeping, and file management skills, along with attention to detail and problem-solving abilities.
- Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook), Design tools, Email Platforms, File management and ability to learn data management systems.

Compensation is commensurate with experience