

Verde Valley Caregivers Coalition

Position Description Care Coordinator

Verde Valley Caregivers Coalition (VVCC) is a nonprofit organization dedicated to providing accessible transportation and programs, through volunteer services, to support adults in need of assistance to maintain their independence and quality of life at home. VVCC serves adults in need throughout the Verde Valley area. VVCC coordinates the activities of more than 160 volunteers to provide supportive services to 3,900 or more individuals in need. Care Coordinators are responsible for neighbor (client) eligibility and needs assessment, following up with high-need neighbors, meeting with neighbors in their homes, and assisting with virtual care medical appointments.

This position completes in-home assessments and coordinates with VVCC staff regarding neighbor eligibility, needs, and follow-up visits. The position also coordinates VVCC's response to neighbors with high needs and connects neighbors to other organizations and resources that provide care and services to older adults and individuals with disabilities.

Responsibilities

1. Based on initial new neighbor eligibility information, identify new neighbors with apparent high needs and complete initial in-home visit within three days or sooner.
2. Assist Care Coordinator Team Leader with team of volunteers assigned to complete needs assessment interviews and follow-up in home visits for neighbors.
3. Receive and review completed initial eligibility forms from Call Center Specialists and review case notes and initial service requests.
4. Meet with staff regarding changing conditions with current neighbors that may indicate high needs and enters case progress notes in Assisted Rides.
5. Develop care coordination plan for neighbors with high needs and coordinate referrals for additional services as needed.
6. Respond to currently enrolled neighbors with emerging high needs; develop care coordination plans and provide follow-up.
7. Provide quality and service satisfaction surveys to neighbors.
8. Assist with evaluating and documenting program outcomes and other performance reports and inputting data into Assisted Rides.
9. Participate in Call Center team meetings.
10. Maintain excellent and successful teamwork skills and actively participate as member of the VVCC team of staff and volunteers.
11. Other duties as assigned.

Qualifications

1. Bachelors in social work or Nursing or higher required.
2. 5 years of professional experience serving older adults.
3. 2 years staff and/or volunteer supervisory experience.
4. Ability to lead and motivate staff and volunteers.
5. Professional and effective communications in all circumstances and situations.

6. Excellent needs assessment skills.
7. Excellent listening skills.
8. Ability to set priorities.
9. Must be highly organized and able to make sound decisions under stress.
10. Position requires possession of valid Arizona Driver's License and use of employee's private vehicle.

Position Status

- Full-time, 40 hours per week as approved by the Executive Director.
- Approved hours are available based only on funding.
- Supervises work of assigned volunteers.
- Reports to Care Coordinator Team Leader and Executive Director.

Starting Pay: \$25.00 per hour

Note: This position description is subject to periodic modification and is active based on available funding.

Verde Valley Caregivers Coalition will make reasonable accommodations for performance of the essential functions of the job for qualified individuals with known disabilities unless doing so would result in an undue hardship for Verde Valley Caregivers Coalition.

Verde Valley Caregivers Coalition is an Equal Opportunity Employer and complies with Title VII of the Civil Rights Act of 1964 as amended, the Age Discrimination in Employment Act of 1967, the Age Discrimination Act of 1975, and the Rehabilitation Act of 1973, and does not discriminate due to sex, race, color, national origin, religion, age, political affiliation, or handicap.

I have read, understand, and agree to this position description: Care Coordinator

Signature _____ Date _____

Printed Name _____