Senior Services Program Coordinator

ORGANIZATION

Every day we commit our unique experience, expertise and compassion to help our entire community be as vibrant, strong and healthy as it can be. MV Community Services (MVCS) responds to the ever-changing needs of our community. We have an impact on infants, children, teens, families, seniors and all who call the Island home. We are here for our neighbors when they need us, regardless of ability pay. For more than 50 years, MVCS has offered affordable childcare, accessible mental health care, disability support services, domestic and sexual violence support and so much more. As the Island’s social services safety net, we partner with various organizations to create a healthier Martha’s Vineyard.

POSITION SUMMARY

This position works under the administrative direction of the Island Counseling Center’s Program Director and the clinical direction of the Clinical Supervisor. The Senior Services Program Coordinator provides oversight, coordination, direct service and supervision of staff and services delivered to clients served by the Counseling Outreach and Referral for the Elderly (CORE) Program, CORE Assessment and the Caregiver Support Program.

RESPONSIBILITIES:

- Responsible for the operation of the CORE program on a day-to-day basis, including oversight and coordination of all services delivered to clients served by CORE.
- Responsible for the operation of the Caregiver Support Program including the facilitation of the biweekly support group, including oversight of interns
- Receives all referrals, coordinates with referral agencies and conducts all assessments.
- Provides direct administrative supervision of care coordinators and clinicians providing CORE services and coordinates services of CORE, and other senior services in MVCS.
- Provides community outreach, coordination of services and involvement through education, organization of and participation in elder community meetings, and media presentations to support program development.
- Advocates for Senior Citizens through community collaboration and educational programs.
- Monitors program expenses as projected in the annual operating budget for CORE and provides appropriate financial reports to the Program Director.
- With the support of the Program Director, recruits, hires, and trains staff for the CORE and Caregiver program in conjunction with the ICC Management Team.
- Responsible for recruiting and supervising volunteers for CORE.
- Conducts performance evaluations for CORE clinicians/care and Caregiver program.
- Provides other personnel management functions in keeping with the MVCS Employee Guidebook.
- Maintains accurate and timely records, including electronic records, supervision records, monthly statistics, monthly narrative reports, consumer satisfaction surveys and other documentation required by grantors, funders, or regulatory agencies.
• Provides direct services to CORE clients and direct services for ICC outpatient clients as assigned
• Supports all administrative functions for CORE clients (e.g., scheduling, intake, registration, billing, authorizations)
• Demonstrates the interpersonal skills required to interact with clients, staff, families, vendors, and regulatory agencies in a positive and consistent manner.
• Responsible for reports to funders.
• Meets monthly with supervisor and attends ICC staff meetings
• Provides advocacy and referral services to hotline callers

QUALIFICATIONS

- Possession of a Master’s Degree in Social Work, Counseling or related field.
- Previous experience working with Senior Citizens required.
- Previous Experience working in a community agency providing services
- Ability to interact with people who are under physical and/or emotional stress.
- Previous supervisory experience required.
- The statements contained herein reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skills typically required, and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absences or relief, to equalize peak work periods or otherwise to balance the workload.

Martha’s Vineyard Community Services is an Equal Opportunity Employer. We consider applicants for all positions without regard to race, color, religion, creed, gender, national origin, age, disability, marital or veteran status, sexual orientation, gender identity or expression, genetic information or any other legally protected status.