

## TeleCare Program Coordinator

**Summary:** This position reports to the Volunteer Services Manager.

Part-time position, 20 hours per week

This position is responsible for coordinating the TeleCare Program.

### **Duties & Responsibilities:**

- Oversees delivery of TeleCare program services, ensures that documentation is completed, services are performed and program has continual growth
- Coordinate day-to-day activities for TeleCare program
  - Participant intake
  - Creating and maintaining volunteer call lists
  - Scheduling calls
  - Retrieve phone messages
  - Making interdepartmental referrals
  - Ensuring that scheduled calls are completed each day
  - Notifying participant emergency contacts or police to request a welfare check
  - Inputting daily call log information into ETO database
- Recruits, trains and manages volunteers and participants for TeleCare program
- Maintain electronic Participant and Volunteer files
  - Collect Monthly timesheets from volunteers and log volunteer hours into Raisers Edge
  - Generate and collect information for reports, statistics, social accountability and grant writing from ETO and Raisers Edge as well as other sources
- Coordinates referrals, services, and activities with other service providers
- Address “All Occasion” cards to participants and volunteers for mailing
- Various assigned clerical tasks
- Comply with the Confidentiality Agreement, maintaining the bond of trust we have with our participants

### **Educational/Skill Requirements:**

- Enjoys and values conversations with older adults
- Experience working with older adults
- Ability to engage, empower and support people of all ages, abilities and backgrounds
- Physical ability to use a telephone and to be on the telephone for extended

periods of time

- Ability to engage in conversation to ascertain a person’s condition by asking tactful, considerate questions
- Ability to speak clearly, patiently and at times, slowly
- Critical thinking skills, problem-solving, decision-making, creative and integrative thinking, as well as attention to detail
- Ability to be self-directed and self-sufficient, yet able to work cooperatively with members of a team
- Independent problem solving and decision making ability
- Project planning, time management and organizational skills
- Excellent oral and written communication/people skills
- Maintains a professional image on behalf of the agency
- Customer service oriented

**Minimum proficiencies in technology**

- Proficient in MS Word, Excel, and Outlook
- Experience with database software
- Proficient Internet user

**Other position requirements and/or preferences (certifications, reliable transportation, specialized knowledge, travel/security requirements, etc.)**

**Required:**

Signed Confidentiality agreement

Pass criminal background check

Pass drug test

**Work environment:**

Normal hours at ElderServe's administrative offices are 8:30 a.m. to 4:30 p.m. Monday through Friday, with 30 minutes for lunch. The dress code is business casual.

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Employee Signature  
(updated June 2017)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Human Resources

\_\_\_\_\_  
Date