



Western Illinois Area Agency on Aging Position Description

Community Outreach Coordinator

Department: Program
Reports To: Assistant Director

Summary:

The Community Outreach Coordinator position has the lead responsibility for coordinating and administering the evidenced based A Matter of Balance fall prevention program and the Senior Medicare Patrol Program for all 10 counties in PSA 03. Coordinate the Disaster Plan Response for PSA 03 and attend all Disaster Ready QC meetings. Responsible for dissemination of reporting for any disaster or severe weather that occurs in the ten counties in PSA03 to Illinois Department on Aging. This position will represent WIAAA at HSTP meetings, Nutrition meetings, and Human Service Council meetings and participate in health fairs, community events, and give community presentations. Prepare and submit nutrition program reports to IDOA. Monitor and track various nutrition program requirements. Responsible for the maintenance of the Agency website and Facebook page. Assist with the annual RFP process for all OAA services.

Along with all program staff, this position works as a part of a team within WIAAA to address agency priorities and to develop other programs that contribute to the mission and strategic plan of WIAAA.

Specific Duties and Responsibilities:

A Matter of Balance

1. Obtain and maintain certification as a Coach and Master Trainer for “A Matter of Balance”.
 - a. Teach at least two participant classes per year.
 - b. Teach at least one coaches training per year.
2. Recruit and coordinate Coaches Training for MOB in the WIAAA planning area for all 10 counties.
 - a. Recruitment of coaches through a variety of methods utilizing flyers, press releases, mailings, public presentations, etc. to appropriate audiences.
 - b. Schedule and administer Coach training sessions including location, obtaining materials, arranging lunch, communication, etc.
 - c. Assure that new coaches are paired with experienced coaches to lead their first class.
 - d. Complete required observation of new coaches. Complete ongoing monitoring of experienced coaches with one observation per year.
 - e. Schedule and facilitate the annual coaches meeting/training for all coaches annually.
3. Plan and coordinate classes in the WIAAA planning area.

- a. Plan and coordinate classes in all 10 counties including scheduling, assigning coaches, finding locations, publicity, obtaining materials, etc.
 - b. Recruit guest professionals meet with them to explain the program, and schedule them for the appropriate session during the class.
 - c. Oversight of workshops especially with new coaches and periodic checks on experienced coaches by attending at least one workshop for each coach to assure fidelity to the curriculum.
4. Responsible for all data input and tracking of program results both in the national data base and for WIAAA internal data base, grant tracking and reporting.

Administer the Senior Medicare Patrol (SMP) program

Monitor SMP budget to ensure all funds are spent within the program year.

1. Attend SMP Coordinator conference training.
2. Meet all requirements of the work plan within the SMP grant including volunteer numbers and the planned number of presentations and activities.
3. Review monthly SMP data entry report sent to AgeOptions.
4. Submit all required reports on time.
5. Attend quarterly SMP conference calls.

Coordinate the Disaster Plans/Response for PSA 03

1. Develop, maintain, and update WIAAA's Disaster Manual coordinating with the Executive Director and Assistant Director
2. Disseminate updated disaster Manuals to all staff as needed. A paper copy of the Disaster Manual must be given to all management staff. All other staff may be given instructions on where to find the electronic copy of the manual.
3. One all staff meeting should be held at least annually to review and discuss the Disaster Manual.
4. Prepare and hold at least one annual disaster drill for employees at WIAAA.
5. Attend and represent WIAAA at all Disaster Ready QC meetings. Compile a summary of relevant information discussed at meetings to share with the Executive Director, Assistant Director, and all other staff.
6. Assist with monitoring and managing the WIAAA disaster program, forwarding weather and other related natural and man-made related disaster warnings to providers in the PSA. These communications should be copied to the Assistant Director and Executive Director.
7. Participate in any disaster drills required by IDOA.
8. When severe weather or a disaster occurs, assist with all communication with IDOA, WIAAA and the providers in the impacted area. Copy these communications to the Executive Director and Assistant Director.
9. Coordinate with WIAAA staff who develop the RFP to be sure disaster services are included in CFP, transportation, and nutrition providers RFP's.
10. Review all disaster plans submitted through the RFP process and save with the WIAAA Disaster Manual to consult if a disaster or emergency weather incident occurs in any of PSA03's ten counties.

Represent WIAAA at Outreach Events and Service Meetings

1. Represent WIAAA throughout the planning area at county Human Service Councils meetings. Compile a summary of relevant information discussed at meetings to share with all staff.
2. Participate in health fairs and other community events and making community presentations.

Represent WIAAA at Transportation and Nutrition Meetings

1. Participate in Transportation Coordination groups (HSTP's) throughout PSA03 10-county area and participate in related activities such as the Rural Transit Assistance Center (RTAC) conference.
2. Compile a summary of relevant information discussed at the HSTP meeting for all staff.
3. Represent WIAAA on the IDOA State Nutrition Advisory Council notifying staff and providers of changes or opportunities related to nutrition programs.
4. Assist in the planning and development of the Annual Mandatory Nutrition Provider Meeting.

Prepare and Submit Nutrition Services Reports to the Illinois Department on Aging

1. Prepare and submit the Nutrition Services Incentive Program (NSIP) report monthly.
2. Prepare and submit the Nutrition Services Program Report (NSPR) and submit semi-annually.
3. Complete the Home Delivered Meal annual survey, soliciting input from providers and collating the information into a single report for PSA 03.

Monitor and Track Various Nutrition Requirements

1. Monitor and track Home Delivered Meal waiting lists and longest route time and temp logs.
2. Monitor and track monthly congregate and home delivered meal menus.
3. Maintain and track nutrition provider submissions of client satisfaction survey summaries. Send report summaries to the Executive Director and Assistant Director.

Development of a Strong Website, social media, and Communication Strategy for WIAAA

1. Update and maintain the agency website coordinating with the WIAAA contracted agency.
2. Maintain an active Facebook page for WIAAA.

Assist with the RFP scoring process During A Full Procurement Year

1. Work with the Assistant Director and Lead Program Coordinator to score submitted RFP applications from providers.

Participate in WIAAA Agency Wide Priority Projects as Assigned

1. Participate in special events that apply to the Agency as a whole.
2. Function as a part of a team focused on addressing changing priorities in WIAAA and the aging network.

3. Review pertinent information from a variety of sources to stay current on information and trends affecting older adults.

Qualifications

1. B.A. degree.
2. Two years experience in programming, social services, or education.
3. Demonstrated skills with public speaking and presentations.
4. Demonstrated skills with computer program, including word processing, e-mail, PowerPoint, spreadsheet, and database programs.
5. Ability to travel extensively within 10 county region.
6. One year marketing experience preferred.

Core Competencies

Communication – Verbal and Written - *Openly exchanges information in a timely manner with all appropriate people. Listens well and uses confidential information with discretion. Writes and speaks in a clear, concise manner.*

Confidentiality - *Maintains confidential Agency and client information appropriately. Adheres to the Agency's Confidentiality Agreement in all matters.*

Ethics & Integrity - *Earns the trust, respect, and confidence of co-workers, providers and clients through consistent honesty, forthrightness and professionalism in all interactions.*

Interpersonal Skills - *Demonstrates the ability to get along with others internally and externally (providers, government representatives, vendors, etc). Acts in a way that is respectful of co-workers. Communicates and acts as a team player. Responds and acts appropriately to confrontational situations.*

Team Player - *Works with others cooperatively and flexibly, actively contributing to the team's goals. Offers and accepts constructive feedback in a positive manner. Values diverse work styles, approaches and thoughts.*

Advocacy - *Effectively influences others to achieve understanding, acceptance, and commitment to act in support of ideas, programs, or causes related to senior issues.*

Affinity for older adults - *Understands the needs of older adults and effectively and compassionately communicates with that group of individuals.*

Analysis - *Uses data and information in a clear and rational thorough process to assess and understand issues, evaluate options, form accurate conclusions, and make decisions.*

Initiative - *Performs with minimal supervision, acts promptly and seeks solutions to resolve unexpected problems. Shows an interest and willingness to learn; does what needs to be done without being asked/ anticipates potential problems/opportunities.*

Judgment - *Displays balanced thinking that combines analysis, wisdom, experience and perspective. Produce decisions that withstand “the test of time”.*

Leadership - *Demonstrates the ability to inspire, influence, and enable others to contribute to the effectiveness and success of the organization.*

Negotiate Agreements - *Effectively works with others to understand interests and actively strive to achieve agreements or resolve differences in a timely manner.*

Planning - *Logically integrate various ideas, intentions, and information to form effective goals, objectives, timelines, action plans and solutions.*

Project/Program Management - *Effectively directs and integrates all aspects of a project or program, ensuring that work progresses toward achieving goals and objectives.*

Problem Solving - *Uses intelligence, common sense, hard work, creativity and tenacity to solve difficult or complicated challenges as well as day to day problems. Effectively defines the issue, diagnoses and analyzes the problem, and recommends and implements solutions.*

Workload Management - *Effectively organizes multiple assignments, sometimes of a complex nature or involving competing priorities, to produce results that are accurate, thorough, and on time.*

Employee Signature

Date

Manager Signature

Date