

**FAMILY ELDERCARE**  
**Healthy Connections/HCS QA Coordinator**  
**Job Description**



Job title: Healthy Connections/HCS QA Coordinator	Reports to: Program Manager
Program: Housing & Community Services	Work Location: Rutherford Office/Hybrid
Position Status - Full-time FLSA Classification - Non-Exempt	Salary Range - \$24/hour

The Healthy Connections/HCS QA Coordinator supports the Healthy Connections (HC) program, which includes Lifetime Connections Without Walls (LCWW) and the healthy aging activities scheduled at Family Eldercare’s Service Coordination sites, i.e., “HC onsite.” They will also support Housing and Community Services (HCS) quality assurance initiatives, such as client and partner surveys.

**Essential Duties and Responsibilities:**

- Work to create a welcoming, inclusive, and equitable environment for program participants, partners, session facilitators, and volunteers
- Serve as ambassador for the HC onsite program, engaging with residents to increase participation and working with resident groups, e.g., attend resident council meetings
- Manage LCWW quarterly program mailings, e.g., catalog, calendar, registration form
- Serve as primary contact for inquiries regarding program services
- Conduct client-centered phone calls to screen individuals for LCWW and HC program eligibility
- Respond to and track incoming referrals
- Register LCWW and HC clients, complete intake forms, and connect them to appropriate referrals as needed
- Coordinate scheduling of HC onsite programs as assigned
- Fill in for LCWW volunteer session facilitators as needed and attend community partner sessions for support
- Understand program’s telephone and video conferencing platform to schedule and facilitate sessions
- Collaborate with HC Program Manager, HC Specialist, and service coordinators on outreach plan and participate in activities to promote plan, e.g., flyer distribution
- Support clients in addressing barriers to participation
- Document client contacts in agency database, conference system, and additional formats as needed
- Assist with client surveys and data tracking for entire HCS department and funder reports
- Assist with LCWW social network surveys
- Assist with gathering participant program feedback
- Manage LCWW Google Drive for participation and volunteers
- Assist with reminder calls and creating reminder caller rosters for volunteers to encourage participation
- Assist with general volunteer support
- Maintain positive professional relationships with clients, staff, volunteers, and community partners
- Manage participant birthday and holiday cards
- Perform special projects as assigned

**Education and/or Work Experience Requirements:**

- Associate’s Degree in social or human services, or related field; or equivalent combination of education and experience
- One year of experience working with the older adults in various settings
- Experience with programming, scheduling, coordination, and community engagement
- Proficient in Microsoft Office software applications, Outlook, and Google (Gmail, Drive)
- Familiarity with telephone and video conferencing platforms; knowledge of Dialpad Meetings a plus
- Bilingual in Spanish preferred

**Working Conditions/Physical Requirements:**

- Work duties occur in a hybrid/remote setting. Up to 80% of job duties may occur in home office setting. Approximately 20% of job duties are required to occur at FE Main office. Significant amount of time is spent in Zoom/Teams, Dialpad Meetings platform, and phone contact with program staff, clients, and outside professionals.
- Ability to safely and successfully perform the essential job functions consistent with the ADA, FMLA and other federal, state and local standards, including meeting qualitative and/or quantitative productivity standards.
- Ability to maintain regular, punctual attendance consistent with the ADA, FMLA and other federal, state and local standards

**Competencies:**

- Ability to perform screening and related activities to make appropriate referrals
- Ability to assess the needs of older adults, adults with disabilities, and provide appropriate support
- Ability to work in the community, including participation or delivery of public presentations
- Ability to meet program goals and performance objectives
- Knowledge of community services, resources, and entitlements and how to access them
- Ability to develop productive relationships with coworkers, clients, and volunteers
- Ability to work independently and as a team member, organize work efficiently, and prioritize response to changing needs of the program with moderate supervision
- Effective organizational, interpersonal, and communication skills
- Ability to interact in a positive manner in person, on the phone, and through electronic devices
- Ability to communicate and work with people of diverse backgrounds and abilities
- Ability to make constructive use of professional supervision

**Acknowledgement and Review:**

By signing this job description, I acknowledge that I meet the qualifications, and am able to perform all job functions, duties, and responsibilities  with or  without reasonable accommodations. I further understand that I am responsible for promptly and effectively communicating in writing to the Company any need for accommodation. I acknowledge that I have read, understand, and may receive a copy of this Job Description. I further understand that Family Eldercare reserves the right to modify any Company policies, procedures, and processes based on organizational needs.

Print Employee Name:

Employee signature:

Date: