

## LCWW Program Specialist Job Description



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| Job title: LCWW Program Specialist                            | Reports to: Healthy Connections Program Manager |
| Department: Well-Being  | Work location: Hybrid: Rutherford office/remote |
| Position status: Full time<br>FLSA classification: Non-exempt | Salary range: \$25.52/hour                      |

The LCWW Program Specialist coordinates and executes the operational and programmatic duties of Lifetime Connections Without Walls (LCWW), Healthy Connections' virtual activities program for older adults. Primary duties include creating the quarterly program schedule, registering participants, facilitating, hosting and developing sessions, operational and administrative tasks, and conducting programmatic surveys.

### **Essential Duties and Responsibilities:**

- Correspond with LCWW volunteers, community partners, and paid professionals to create quarterly program schedules
- Coordinate quarterly catalog mailings and related tasks, e.g., print materials, use Microsoft Word mail merge to create mailing labels
- Facilitate volunteer-led sessions as needed and host community partner-led sessions
- Collaborate with Healthy Connections Program Manager to assist with program development and outreach
- Work closely with volunteers to keep them engaged in program and sessions
- Assist with volunteer management, e.g., responding to inquiries and application process
- Assist with outreach, e.g., special mailings
- Process registrations by phone, mail, and email, and complete related tasks, e.g., record in spreadsheets, Google Drive, and database
- Respond to program inquiries and track in spreadsheet
- Learn Dialpad conferencing platform for various tasks, e.g., schedule sessions, facilitate sessions, create participant profiles and group contacts, troubleshoot miscellaneous issues
- Record participation in program database and ensure data tracking is implemented and conducted in accordance with departmental Well-Being/agency strategies and funder reports
- Manage LCWW Google Drives, e.g., record participation data from conferencing platform, create quarterly folders and rosters, monitor session notes
- Assist with participant surveys and related tasks, e.g., run database reports to create mailing list, manage mailing, make follow-up calls to clients
- Handle session material mailings, e.g., museum images, session handouts, BINGO prizes
- Make phone calls to clients for various reasons, e.g., program notifications, reminder calls
- Coordinate participant birthday and holiday card mailings
- Assist with occasional participant issues outside programming, e.g., I&R, participant conflicts
- Attend community outreach fairs, as needed
- Assist with tasks and projects, as assigned
- Work to create a welcoming, inclusive, and equitable environment for program participants
- Maintain positive professional relationships with clients, staff, and community partners

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

- Bachelor's degree in social or human services, or related field preferred; or equivalent combination of education and experience
- Two years of experience working with older adults
- Experience with program coordination, scheduling, development, community engagement, volunteers; working in client-centered roles
- Proficient in Microsoft Suite (Word, Excel, Publisher, Outlook, Teams) and Google (Gmail, Drive); experience with Canva a plus

**Working Conditions/Physical Requirements:**

- Work duties may occur in a hybrid setting depending on program demands and deadlines. Job duties will be split between Family Eldercare's Rutherford office and a home office setting. A significant portion of role will involve working independently.
- A significant amount of time will be spent on the phone and computer with clients, volunteers, partners, and other program contacts.
- 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:**

- Strong organizational skills with very high attention to detail
- Effective interpersonal and client-centered communication skills
- Strong written and verbal communication skills
- Ability to assess the needs of clients and provide thoughtful and appropriate support
- Ability to speak with clients and professionals in individual and group setting
- Ability to meet program goals and performance objectives
- Ability to develop productive relationships with coworkers, clients, and program partners
- Ability to work independently (primarily) and as a team member, organize work efficiently, and prioritize response to changing needs of the program with moderate supervision
- 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: