

Beacon Hill Village Job Description Part-Time Member Services/Resources Coordinator

POSITION SUMMARY:

Beacon Hill Village, a non-profit member-driven organization providing programs, services, and community engagement to help older adults lead active and healthy lives as they age independently in their own homes, is seeking a motivated, enthusiastic individual to provide ongoing support to members by identifying, making referrals to, and coordinating home- and community-based services and support. Part-time, 24 hours per week, Monday through Wednesday.

REPORTS TO: Executive Director

ESSENTIAL FUNCTIONS:

Information, Referral and Support

- Provide timely and professional telephone support and informal care coordination to Beacon Hill Village (BHV) members.
- Respond to members' requests for information and assistance, identify local resources for home- and community-based services and supports, and facilitate and coordinate referrals to those resources.
- Problem-solve with members to identify and assess their needs for home- and community-based services and supports, and identify, recommend, and facilitate referrals to those services and support.
- Collaborate with other staff and outside providers to effectively meet members' needs in a caring, compassionate and holistic approach.
- Conduct wellness check-in calls with members regularly.
- Communicate with members' families and other involved individuals/providers as needed.
- Provide information to local providers, partners, potential members, and the general public about BHV's mission, programs, services, and benefits of membership.
- Coordinate grocery shopping for members.
- Facilitate orientation of new members.

Provider Management

- Identify needs for additional service providers.
- Research, recruit, interview, and screen potential service providers.
- Maintain ongoing quality/member satisfaction with providers.

Administrative

- Document/maintain member information, service requests, contacts, and service provider quality in a timely and accurate manner.
- Manage and/or participate in planning and conducting new member orientations at the discretion of the Executive Director.
- Assist with development of collateral materials and events as needed.
- Perform other duties as assigned.
- Prepare concise and complete monthly member service reports.
- Provide support to the BHV Services Committee and other committees/work groups as required.

QUALIFICATIONS AND EXPERIENCE:

- Bachelor degree required; Masters or BA in Gerontology, Human Services, Social Work, or Public Health Policy, MSW or RN preferred.
- 3-5 years related experience required; demonstrated commitment to and experience in the field of aging preferred.
- Must be highly organized, detail oriented, efficient, flexible, self-motivated, team oriented and able to multi-task in a fast-paced open office environment.
- Ability to work independently to solve problems collaboratively under times of stress.
- Strong communication skills and ability to develop and sustain interpersonal relationships with older adults, and other internal and external constituencies, both one-on-one and in group settings.
- Proficiency with MS Office (Word, Excel, and Powerpoint); competency using the internet for research and data management systems.
- Individuals who have retired and are seeking an encore career are encouraged to apply.

COMPENSATION: Commensurate with experience. Two weeks pro-rated paid vacation, sick leave, and holidays.

HOW TO APPLY:

To apply, email your resume and cover letter with salary requirements to info@beaconhillvillage.org. Include "**MEMBER SERVICES COORDINATOR POSTING**" in the subject line. Or mail to Beacon Hill Village, attn: Executive Director, 74 Joy Street, Boston, MA 02114. Applications will be reviewed on a rolling basis.

APPLICATION DEADLINE: March 30, 2018

ABOUT BEACON HILLVILLAGE:

Established in 2002 by neighborhood residents, Beacon Hill Village is a non-profit membership organization that creates opportunities for older adults to choose how aging is lived and change how aging is valued. Serving hundreds of Boston residents age 50+, BHV supports its members in living active, independent and healthy lives and successfully navigating the transitions of growing older. We provide programs to educate and entertain; health and wellness activities to increase physical activity and improve overall health; linkages to home- and community-based services, transportation and grocery shopping to facilitate convenience and independence; social events and shared interest groups to build community and prevent isolation; and opportunities for volunteerism and community engagement to create a sense of purpose. All programs and services are in direct response to the expressed needs and desires of our members. As the first Village in the nation more than 16 years ago, Beacon Hill Village pioneered a social innovation, developed by older adults for older adults, that promotes aging in community. Today, there are more than 350 open and developing villages across the country and around the world, all supported by the Village to Village Network, which Beacon Hill Village helped to establish and is a member of today.