



## **Information Resource Center Program Coordinator Job Description**

**The Program Coordinator for The Foundation for Senior Wellbeing's Senior Information Resource Center (IRC)** is a dynamic, dedicated and caring individual who has a passion for helping others, especially older adults. The PART TIME job entails organizing and directing the daily activities concerned with the IRC's operation. The program coordinator will work with clients to consult and guide to positively impact their quality of life.

**Office hours** are Monday through Friday from 9 am to 1 pm, with occasionally evening and weekend hours for special outreach events. The Senior Information Resource Center is located at 131 Richmar Ave, San Marcos CA 92069. The candidate must be available to work on-site at this location during these office hours.

### **Duties and Specifications**

#### **Program Coordination / Client Management**

- Supervise, plan and manage functions in the Information Resource Center (IRC).
- Lead client case management, trouble-shoot cases in partnership with volunteers.
- Manage client in-take forms and keep client logs up to date.
- Answer client questions & complaints, assign tasks, follow up and give instructions as needed.
- Compile and maintain an up-to-date senior resource library.
- Improve client services through data analysis and reports; create out-of-the-box solutions for challenging cases and advocacy for senior support services.
- Organize activities related to maintenance and repair of equipment, order supplies and materials.
- Provide updates, reports and client stories to the Executive Director and Board of Directors on a regular basis.
- Assist the Executive Director and committees to support and develop new and growing programs such as Coffee Connection and Friendship Tree.
- Practice and ensure compliance with the organization's policies and procedures.
- Work with the Executive Director to participate in outreach fairs, make community presentations (virtual and in-person) and conduct outreach activities.
- Communicate solutions, successes, and opportunities to the Program & Services chair.

*(continued)*



### **Volunteer Support**

- Assist the Executive Director with recruitment of new volunteers.
- Manage, train and direct the daily activities of IRC volunteers.
- Train volunteers to use and update the resource library as needed.
- Set volunteer schedules, monitor attendance of volunteers, schedule breaks and shifts as necessary.

### **Skills and Specifications**

- Ability to inspire and support people, especially older adults.
- Passion for working with and caring for seniors and their caregivers.
- Good people and interpersonal skills; ability to build effective relationships.
- Ability to plan well and prioritize work.
- Maintain composure in crisis situations and the ability to work with difficult personalities.
- Good decision-making, IT, and communication skills.
- Good public speaking and correspondence skills.

### **Education and Qualifications**

- Experience working with older adults, case management or other senior programs, services and resources.
- Passionate about caring for older adults.
- Ideal candidate understands current issues and resources to assist with successful aging.
- Preferred Bachelor's degree or associate's degree from an accredited institution.

**Learn more about The Foundation for Senior Wellbeing: [www.fswb.org](http://www.fswb.org)**

**To apply, send a cover letter stating why you are interested in this position along with your resume to: [sarah@thefoundationforseniorwellbeing.org](mailto:sarah@thefoundationforseniorwellbeing.org)**