



Job Title	SHINE Assistant Program Coordinator
Department	Health & Human Services
Employment Status	Full-Time
Exempt/Nonexempt Status	Nonexempt

Scope of Work

This position assists the SHINE Program Coordinator and Director of Aging Services in managing and administering the programs and services for Medicare beneficiaries and their families in the MetroWest region.

Supervision

Received	Director of Aging Services
Exercised	Program Volunteers

Essential Job Functions

An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function to satisfaction.

- Assists Program Director in recruiting, interviewing and selecting volunteers and matching volunteers to assignments.
- Trains and supervises program volunteers; responds to requests for technical assistance and advice on handling cases.
- Develops work schedules for volunteers to counsel consumers.
- Conducts monthly training meetings with counselors in the MetroWest region; arranges for guest speakers.
- Assists Program Director in assessing counselor competence and performance through site visits, role playing, customer satisfaction surveys and case reviews.
- Organizes volunteer recognition events.
- Attends monthly SHINE Regional Director meetings and other specialized training sessions as assigned.
- Attends conferences and other meetings relevant to SHINE program goals as assigned.
- Coordinates publicity, marketing and outreach events to alert consumers of the program's mission and availability.
- Serves on the State SHINE Trainers' Committee; develops training materials related to system and documentation requirements for SHINE counselors.
- Hosts educational events for community advocates, outreach workers, social workers and others serving the Medicare population in the MetroWest region.

- Creates and maintains reports and statistics regarding counselor activity to share with local and State agencies.
- Provides effective and efficient customer service and promotes and maintains responsive community relations.
- Follows safe work practices.

Other Job Functions

- Performs related duties as assigned.

Requirements of Work

Graduation from a college or university with a Bachelor's Degree in Business, Human Services, Social Work or related field; supplemented by at least 3 years of experience working with in customer service; prior SHINE counseling and management experience preferred.

Knowledge, Ability, and Skill

In addition to the requirements of work, the individual should also have the following knowledge, ability, and skill:

Knowledge of	• Department policies and procedures. • Elder network and resources in MetroWest region. • The rules and regulations of Medicare and MassHealth. • The use of standard office equipment including computers and relevant software programs. • Various social medial platforms.
Ability to	• Multi-task and prioritize work. • Work independently with minimal supervision. • Deal with highly sensitive information and maintain confidentiality. • Communicate effectively both verbally and in writing. • Assign and supervise the work of others; motivate volunteers to work toward common goals. • Establish and maintain effective working relationships with supervisors, coworkers, partner agencies, community organizations, SHINE participants and volunteers, and the general public.
Skill in	• Research and organization. • Oral and written communications. • Training and public speaking. • Customer service.

Necessary Special Requirements

SHINE certification; valid driver's license

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Work is performed mostly in an office setting; hand-eye coordination is necessary to operate computers and various pieces of office equipment. Specific vision abilities required by this job include close vision and the ability to adjust focus.
- While performing the duties of this job, the employee is frequently required to sit, stand, walk, talk and hear; use hands and fingers to handle, feel, or operate objects, tools, or controls and reach with hands and arms.
- The employee must occasionally lift and/or move up to 50 pounds.

Pay Equity/Equal Opportunity/Americans with Disabilities Act Employer