



468 New Market Boulevard Boone North Carolina 28607

**Title:** Caregiver Program Coordinator

**Type of Position:** Regular/Full Time

**Department:** Area Agency on Aging

**Revised:** 2021

**General Statement of Duties:** The Caregiver Program Coordinator provides administrative, clerical, and bookkeeping duties for the North Carolina Lifespan Respite Program. Work is performed under the general supervision of the Area Agency on Aging (AAA) Director. This position will require a close working relationship with the Family Caregiver Support Specialist, the AAA Compliance Officer, and the High Country Council of Governments (HCCOG) Finance Technician.

**Essential Duties and Responsibilities:**

Lifespan Respite Program:

- Intake new respite care applications via the High Country AAA website and determine eligibility
- Initiate contact with caregiver and administer additional program forms
- Follow up with voucher recipients if vouchers have not been used within 30 days
- Complete weekly, monthly, and quarterly tracking and back-up documentation
- Initiate purchase orders and voucher repayments through finance tracking system
- Communicate with the finance technician regarding voucher reimbursements
- Ensure accurate and timely documentation for each voucher administered
- Assist with marketing the voucher program statewide
- Assist and contribute to additional needs as they develop

Family Caregiver Support Program:

- Provide general program assistance to the Family Caregiver Support Specialist
- Assist with monthly data entry into the Aging Resources Management System (ARMS) software system
- Assist with client file management such as intake forms, assessments, and caregiver respite voucher distribution
- Assist and/or lead outreach, education, and caregiver related support programs
- Assist and contribute to additional needs as they develop

**Physical Requirements:** Must be able to physically perform the basic operational skills of talking, hearing, and repetitive motions. Must be able to perform sedentary work exerting up to 10 pounds of force occasionally, and/or a negligible amount of force frequently or constantly, and lift, carry, push, pull or otherwise move objects. Must possess the visual acuity to prepare data and statistics, to read extensively, and to operate a computer.

**Special Requirements:** Must possess a valid North Carolina driver's license. Occasional travel is required both within the seven county High Country region as well as outside the region.

**Education, Experience, and Desired Skills:** Bachelor's degree from an accredited college or university and experience in program administration. Ideal candidate will be organized, able to communicate effectively verbally and in writing, and have the ability to quickly learn and navigate new computer software programs.

*The High Country Area Agency on Aging is a department of the High Country Council of Governments (HCCOG). HCCOG is an equal opportunity employer.*