



468 New Market Boulevard, Boone, North Carolina, 28607

**Title:** Caregiver Program Coordinator

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

**Department:** Area Agency on Aging

**Revised:** 2022

**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:

- Overall management of the Lifespan respite program and approximately \$180,000 annual budget to support caregivers through issuance of 200-300 respite vouchers annually.
- Intake of new respite care applications via the High Country AAA website and determine eligibility
- Initiate contact with caregivers, referring agencies and administer additional program forms to ensure complete applications
- Active follow up with voucher recipients if vouchers have not been used within 30 days
- Maintain detailed and accurate program documentation. This includes completing weekly, monthly, and quarterly tracking and back-up documentation
- Initiate purchase orders and voucher repayments through finance tracking system
- Regular communication with the finance technician regarding voucher reimbursements
- Ensure accurate and timely documentation for each voucher administered
- Outreach and promotion to increase statewide utilization of the program, especially underserved areas. Creative and collaborative engagement with other social services or Aging service agencies is encouraged.
- Regular communication with NC DAAS as required
- Completion of annual monitoring by NC DAAS
- Provide caregivers with resources and educational/support opportunities
- Engagement with the Family Caregiver Support Specialist.

#### Area Agency on Aging Duties

- Assist, contribute and lead efforts on additional AAA projects as assigned
- Possible duties include, but are not limited to: Leading evidence based health promotion programs, assistance coordinating the Senior Tarheel Legislature Program, assistance with State Health Insurance Program, general AAA outreach activities and events, assistance with provider monitoring, etc.
- 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.*