



468 New Market Boulevard, Boone, North Carolina, 28607

**Title:** Aging Services Coordinator

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

**Department:** Area Agency on Aging

**Revised:** 2023

**General Statement of Duties:** This position has the opportunity to positively impact the lives of others in the region and across the state through support, education, and direct provision of resources. This includes the lives of caregivers and older adults. The Aging Services Coordinator provides administrative, clerical, and bookkeeping duties for the North Carolina Lifespan Respite Program and for the Area Agency on Aging. 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 Compliance Officer, and the High Country Council of Governments (HCCOG) Finance Technician.

**Essential Duties and Responsibilities:**

Lifespan Respite Program and Caregiver Support Duties:

- Administer the Lifespan Respite Program to support caregivers through issuance of 200-300 respite vouchers annually.
- Manage the Lifespan Respite Program budget and complete monthly grant reporting requirements.
- Communicate with high levels of empathy and provide telephone support to caregivers of older adults.
- Oversee intake of client applications, as well as inquiries regarding Lifespan and other Agency services.
- Initiate contact with caregivers and referring agencies to ensure applications are complete.
- Contact voucher recipients if vouchers have not been used within the required timeframe.
- Maintain detailed and accurate program documentation, including the submission of required weekly, monthly, and quarterly reporting documents.
- Initiate purchase orders and voucher payments through finance tracking system.
- Communicate regularly with the finance technician regarding voucher reimbursements.
- Ensure accurate and timely documentation submission for each voucher administered.
- Promote the program to increase statewide utilization, especially in underserved areas.
- Engage and collaborate with human services organizations, including social services and the aging network.
- Correspond with NC Division of Aging and Adult Services staff and complete annual monitoring as required.
- Disseminate information to caregivers regarding support resources and educational opportunities.
- Collaborate with the Family Caregiver Support Specialist.

Area Agency on Aging Duties

- Positively engage and effectively communicate with older adults and community stakeholders.
- Coordinate regional promotion of the State Health Insurance Information Program.
- Assist in coordinating the regional Senior Tar Heel Legislature and Regional Advisory Committee.
- Manage outreach, education, and promotional events sponsored by the Agency.
- Maintain knowledge of social services throughout our seven-county region for referrals and to support clients requesting assistance and support.
- Assist, contribute, and lead efforts on additional Agency projects as assigned. This may include, but is not limited to, supporting our Health Promotion Program, engaging with other Agency program areas, or managing special projects and new initiatives.
- Contribute to the general administrative duties of the organization, such as ordering supplies, completing purchase orders, maintaining physical and electronic files, etc.

**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. Much of this role is administrative, so organization and administrative efficiency is desired.

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