

## **BOSTON SENIOR HOME CARE JOB DESCRIPTION**

<b>Job Title:</b>	Program Manager I - Boston ElderINFO (BEI)
<b>Job Function:</b>	Direct Services
<b>Department:</b>	BEI/Intake
<b>Reports to:</b>	Program Director II
<b>FLSA:</b>	Exempt
<b>Classification:</b>	Regular Full-time (35 hours)
<b>Grade Level:</b>	11
<b>Salary Range:</b>	Starting at \$51,700 – commensurate with experience

### **JOB DESCRIPTION**

#### **Summary/Overview:**

Boston ElderINFO (BEI) is a consultation, information and referral program serving the elder and disabled community, as well as the caregiver and professional communities of Boston. The program handles approximately 20,000 telephone calls annually as well as a number of office walk-ins and email communications. Boston ElderINFO is a program of the ElderCare Alliance, a non profit collaboration of three Boston home care agencies, also known as Aging Services Access Points (ASAP's): Boston Senior Home Care, Central Boston Elder Services and Ethos.

The Program Manager of Boston ElderINFO is responsible for all day-to-day operations for BEI , oversees Boston Senior Home Care's community outreach programs, and serves as the agency's staff representative in the community. The Program Manager of Boston ElderINFO supervises a staff of informational and referral specialists, resource specialist, and an administrative assistant ensuring that quality standards and processes are adhered to and that information and referral and program services meet or exceed contractual obligations, stakeholder expectations and professional standards. The Program Manager of Boston ElderINFO also monitors performance; develops and delivers new employee training; coordinates professional development training opportunities; and communicates information related to the effective delivery of quality services.

#### **Essential Functions:**

1. Develops and maintains a centralized, integrated and seamless information and referral system for all programs
2. Assists in developing practices, procedures and processes necessary for the efficient operation of assigned programs
3. Monitors daily operations including call statistics, behavioral observations, and compliance with standard operating procedures and program requirements
4. Facilitates weekly clinical review and provides consultation on a day to day basis;
5. Oversees the expansion and maintenance of all resource databases and develops processes to ensure information is current;
6. Sets goals and expectations for staff and provides team building, coaching for motivation and high performance
7. Provides verbal and written guidance to staff and manages discipline
8. Identifies trends or problems and recommends training or other corrective action

## **BOSTON SENIOR HOME CARE JOB DESCRIPTION**

9. Provides orientation and training to new staff and instructs experienced staff on new procedures and informational changes
10. Responds to complaints, recommends and implements corrective action and evaluates results
11. Reliably staff the Information and Referral phone lines as needed
12. Responsible for developing and managing statistical and quality assurance reports;
13. Works collaboratively with the ASAPs of the Eldercare Alliance and Boston Center for Independent Living, as well as other community agencies serving the disability community.
14. Other task as requested by the Program Director II.

### **Competencies**

- SIMS/SAMS knowledge
- Strong leadership skills
- Excellent organizational and analytical skills
- Strong verbal and written communication skills
- Excellent problem solving skills.
- Knowledge of disabilities and or the aging process.
- Demonstrated computer proficiency.

### **Work Environment**

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets.

### **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.

- The employee must be able to carry a 15 to 20 pound load.
- The employee is regularly required to talk or hear.
- The employee frequently is required to stand; walk; use hands to finger, handle or feel; and reach with hands and arms.

### **Position Type/Expected Hours of Work**

This is a full-time position. Days and hours of work are Monday through Friday, 9:00 a.m. to 5 p.m.

### **Travel**

This position is required up to 10% travel.

Must be able to travel to the community to perform visits at consumers' homes or offices within the community (may have limited accessibility), and travel under all weather conditions.

### **Required/Preferred Education and Experience**

- Bachelors' degree in gerontology, human services social work or relevant degree with one to 3 years of experience in Information and Referral Services, or elder care or disability services or related experience is preferred.

## **BOSTON SENIOR HOME CARE JOB DESCRIPTION**

- At least three years management and supervisory experience
- AIRS Certification (Alliance of Information Referral Systems) is a plus.

### **Additional Eligibility Qualifications**

None required for this position.

### **Work Authorization/Security Clearance (if applicable)**

Must clear CORI background check.

### **AAP/EEO Statement**

Equal Employment Opportunity/Affirmative Action/Male/Female/Veteran/Disabled Boston Senior Home Care affirms and supports diversity and inclusion in our workforce.

### **Other Duties**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Please apply online at [bostonseniorhomecare.org](http://bostonseniorhomecare.org)

