Position Title: Senior Services Engagement Coordinator  
Department: Senior Services  
Reports to: Director of Senior Services  
Classification: Full-time; Non-exempt

Agency Mission
“InterFaith Works, through education, service, and dialogue, affirms the dignity of each person and every faith community, and seeks to build relationships and understanding among us.”

Agency Vision Statement:
“InterFaith Works builds bridges of understanding to affirm the dignity of all people in Central New York. Working with the different faith communities and the diversity of the region’s people, we address deeply embedded social divisions. Informed and influenced by the values and ethics of the faith traditions, we work with the community to find common ground on its issues. Using the tools of interfaith and cross-cultural dialogue, we create life-changing experiences that lead to actions for the creation of a more equitable and loving community.”

Overview of the Program Area:
InterFaith Works has 34-year history of serving seniors by addressing issues of isolation and loneliness that people can experience as they age. The Senior Services Department’s programs and services promote activity, socialization and life-long learning, in order to empower older adults to age with dignity. The One to One Program matches nursing home residents with volunteers, for personalized weekly visits, in order to reduce the loneliness and isolation that many of these elders experience. Programs for Older Refugees include conversational English classes, social activities, community education, and a Medical Supply Closet. The Senior Companion Program recruits volunteers who are 55 and over to provide assistance and friendship to seniors; the program aims to keep seniors independent longer, and provide respite to family caregivers. In keeping with the mission of the agency, the Senior Services Department builds bridges of understanding among the wide diversity of seniors in the community and promotes respectful care for our elders.

Position Summary:
The Senior Services Engagement Coordinator reports to the Director of Senior Services. The ideal candidate will have experience in community outreach/engagement and program coordination. They will be responsible for building and maintaining relationships with various stakeholders, including nursing homes, service providers and the vulnerable older adults we serve, to increase the overall capacity and success of our programs. They will also be responsible for coordinating programs for older adults, including recreation activities, as well as educational workshops for service providers that increase awareness for the needs of vulnerable older adults.

The Senior Services Engagement Coordinator supports two program areas:
1. One to One Program, including: engage with Nursing Home partners to enroll residents in the program; outreach to businesses and other organizations to promote volunteerism and program support
2. Services for Older Refugees, including: plan and coordinate Socialization and Community Engagement activities; deliver workshops to promote awareness of older refugees; support the Conversational English for Older Refugees class; manage the Medical Supply Closet

Date Created: September 2020
Qualifications:
Bachelor’s degree in Human Services, Social Sciences or related field. Experience conducting outreach to engage the community in support of programs for older adults. Experience working with diverse populations of seniors and/or volunteers in human services or other related organizations.

Essential Functions:

Community Engagement/Outreach
- Develop and implement an annual plan to build and sustain relationships with program stakeholders, including Onondaga County Nursing Homes and Assisted Living Facilities, Aging Services providers, and the business community
- Plan and deliver workshops that promote cultural awareness about elder refugees and improve capacity of providers to serve elder refugees
- Recruit program participants and volunteers through tabling, outreach and meetings
- Participate in appropriate community organizations and committees that further the work of the Senior Services Department

One to One Program
- Facilitate and manage client referrals
- Support the One to One Program Coordinator to recruit, train, and match volunteers
- Maintain strong working relationships with nursing home staff, and provide necessary counsel, advice and support
- Contribute to the planning and implementation of Social Events
- Assure program performs according to funded targets and timelines

Programming for Older Refugees
- Develop and implement a calendar of Socialization and Community Engagement activities that meet the needs and interests of older refugees
- Provide support to Instructor of Conversational English Class, including classroom set-up, volunteer coordination, participant transportation and management of classroom supplies
- Recruit and in-take program participants
- Plan and deliver workshops that increase awareness of services to older refugees
- Manage the Medical Supply Closet, including requesting and inventorying supplies, and tracking usage
- Assure programs perform according to funded targets and timelines

Evaluation, Documentation and Reporting
- Collect and track performance measures
- Maintain accurate program documentation and files, as required by funder
- Process and manage program data in Excel and other related internal databases
- Input program information into BIN and manage vouchering process, in accordance with funding guidelines
- Collect information required by funding sources for progress reports
- Submit timely reports to the Director, as requested

Date Created: September 2020
**Management and Supervision:**
- Abide by a strict code of confidentiality in all matters related to IFW and its members
- Oversee interns and community volunteers as needed
- Promote internal agency-wide positivity
- Adhere to agency Personnel Policies

**Other Duties as Assigned by the Senior Services Director**

**Level of Decision Making Responsibility:** Medium

**Skills and Experience:**
- Excellent written, communication, and organizational skills
- Demonstrated administrative experience including office and meeting management
- Demonstrated ability to relate well to others and build strong relationships
- Demonstrated ability to work with initiative and creativity, and to handle a variety of tasks and responsibilities flexibly
- Bilingual or multilingual capability beneficial, with preference for a current or projected refugee caseload language (Arabic, Burmese, Chin, Dari, French, Karen, Karen, Kinyarwanda, Nepali, Pashtu, Russian, Somali, Swahili and Ukrainian)
- Ability to plan and deliver workshops, classes, and training programs; recruit speakers; and handle logistics for up to 40 people
- Proficient in Microsoft Word, EXCEL and Power Point programs
- Multi-cultural competence a must
- A commitment to supporting vulnerable community members as they age
- Reliable transportation within Syracuse and surrounding suburbs

**Working conditions and physical demands required:**
The demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job:
- Ability to travel regularly throughout the service delivery area at least 25% of the time using reliable transportation, traversing streets, ascending/descending stairs, and exposed to outside weather conditions
- Remain in a stationary position at a workstation and use a computer approximately 50% of the time
- Ability to frequently sit for long periods attending meetings/trainings

**To apply:** Please send cover letter and resume to Melissa Morral at mmorral@ifwcny.org.

*Date Created: September 2020*