

# Meals on Wheels Rowan

## Care Coordinator- Job Description (updated Jan 5, 2023)

**Hours:** 25-28 per week

**Compensation:** Hourly Wage

**Travel:** Local travel (travel reimbursement at the federal rate)

**PTO and Vacation:** Commensurate with Part-Time Employee Status

**Requirements:** Reliable transportation and a safe driving record, physical ability to lift 10-30 pounds on occasion, and pass a background check

Covid-19 Vaccinated

References Required

### Position Summary

The Care Coordinator manages participant referrals, assessments, and continuing service for homebound seniors and disabled citizens of Rowan County. Care Coordinators support and educate participants as they learn to navigate transportation, healthcare, home assistance resources, and more.

1. Manage participants.
  - A. Perform in-home assessments to determine the needs and eligibility of applicants.
  - B. Maintain participant database and provide reports as requested.
  - C. Perform 6-month reassessments for each participant to follow up and ensure program requirements are met.
2. Provide participants with referrals to additional services.
3. Represent Meals on Wheels Rowan and develop working relationships with other professionals and volunteers at service provider meetings, senior programs, community events, etc.

### Additional Responsibilities

1. Assist with monthly, quarterly, and annual data and reports.
2. Load volunteer's cars for daily meal delivery
3. Cross-train for other roles to provide backup to the Meal Coordinator, Site Coordinators, Administrative Assistant, etc.
4. Assist with daily telephone support and monthly billing.
5. Special Projects and other duties as assigned.

### Job Requirements:

The Care Coordinator position requires

- a commitment to customer service
- demonstrated ability to manage multiple projects effectively
- strong organizational and interpersonal skills
- attention to detail
- strong written and verbal communication skills
- ability to function in an active work setting
- willingness to be a team player

### Preferred Qualifications and Skills:

Bachelor's Degree in Social Work or related field.

Experience or willingness to work with people of varying socioeconomic backgrounds, ethnicities, and ages. Proficiency with Microsoft Office software and Google Drive.