



*Serving Nevada, Placer, Sacramento, Sierra, Sutter, Yolo & Yuba Counties*

**AREA 4 AGENCY ON AGING  
JOB DESCRIPTION  
INFORMATION & ASSISTANCE (I&A) COORDINATOR – HELP LINE I&A**

**DEFINITION**

Help Line I&A is a direct-service of A4AA under Title III-B of the Older Americans Act. Under the general direction of the RSVP Project Director, the Help Line I&A Coordinator is responsible for planning, implementing and monitoring effective I&A services to residents of Nevada County in accordance with established I&A guidelines. Responsibilities of the job include, but are not limited to:

**PROGRAM DEVELOPMENT**

1. Develop annual plan of Goals and Objectives as approved;
2. Plan, develop and implement an on-going program of public relations which includes:
  - program brochures, flyers, and other printed materials
  - presentations regarding I&A services
  - media announcements and articles
3. Develop and coordinate fundraising activities on behalf of the I&A program as approved;
4. Maintain aware of gerontological data as well as current information on programs/services available to older persons; and,
5. Perform other related duties as required.

**SUPERVISION**

1. Recruit, orient, train, and supervise staff (paid and volunteer) to provide information and assistance services;
2. Hold monthly in-service training and/or staff/volunteer meetings;
3. Maintain and update as needed, an I&A training manual;
4. Schedule and coordinate staff/volunteer hours to effectively maintain phone coverage; and
5. Perform other related duties as required.

**PROGRAM OPERATIONS**

1. Maintain an accurate, current and comprehensive resource database using the Alliance software program;
2. Provide information that will allow families and older persons to access supportive services;



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3. Maintain and update as needed, a Disaster Manual, with current information on emergency services, and coordinate with emergency service providers as appropriate;
4. Adhere to the approved budget, provide budget data as required, initiate purchase orders within budget guidelines;
5. Submit monthly reports to A4AA and other funding sources as required;
6. Attend A4AA I&A Provider meetings and A4AA sponsored trainings and workshops as appropriate;
7. Attend I&A conferences and workshops as appropriate;
8. Meet regularly, and no less than monthly, with RSVP Project Director to review current activities and future plans;

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9. Conduct outreach of I&A and other Nevada County services on one-to-one basis as well as targeted group presentations;
10. Monitor service delivery with follow-up calls and surveys and track cases to insure effective service delivery;
11. Prepare and assess annual list of unmet needs and gaps in services in Nevada County and provide to funders as requested;
12. Coordinate activities with RSVP Project Director and staff as needed; and,
13. Perform other related duties as required.

## **EDUCATION/EXPERIENCE**

Graduation from a college or university with a BA/BS degree in social work, counseling or related field and a minimum of three years experience working in a nonprofit agency.

## **EMPLOYMENT STANDARDS/SPECIFIC REQUIREMENTS**

- Knowledge of Nevada County community, social and human service agencies;
- Understanding and empathy for the elderly and others in need of assistance services;
- Good command of written and spoken English;
- Ability to speak effectively before groups;
- Ability to carry out assignments and duties independently and without direct supervision;
- Experience effectively supervising volunteers and staff;
- Working knowledge of computers;
- Ability to organize, perform a variety of tasks, and maintain stability under stressful clientele demands; and,
- Ability to meet established deadlines and timeframes.



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**OTHER REQUIREMENTS**

- After one year of I&A experience, I&A Coordinator should become certified by California Alliance of Information and Referral Services (CAIRS) and maintain status through regular training;
- Travel required locally on a regular basis and regionally on an occasional basis;
- If driving own or other vehicle, possession of valid California driver's license and proof of current automobile liability insurance; and,
- Willingness to attend meetings in the evenings and occasionally on weekends.

**CLASSIFICATION**

Non-Exempt, At-Will Employee