Position: Older Adult Services Program Coordinator
Department: Older Adult Services Program
Reports To: Older Adult Services Program Director
Status: Part-Time to Full-Time
Salary: $18 per hour or DOE
Benefits: Paid Sick, Vacation, and 401(k) with Employer Contribution, and optional Life/Critical Illness insurance

The Long Beach LGBTQ Center is seeking a part-time Older Adult Services Program Coordinator to support the expansion of Older Adult Services. This position is currently part time (20-30 hours a week) but is expected to expand as funding sources are identified. The position is currently primarily remote but does involve limited in person responsibilities performed under the most recent health and safety guidance. The position also entails working evenings and weekends occasionally for special events and social support programs.

Engagement:

• Create innovative strategies and tools to increase online program engagement with current and new program participants.
• Support Older Adults to utilize the technology needed to participate in online programs.
• Create tools to identify satisfaction with current programming and identify prospects for new programming.
• Keep contact lists up to date in a timely manner by checking the Senior Services registration forms and performing a welcome call and assessment.
• Promote program activities via social media, fliers, email, video, as well as other novel identified approaches.

Assessment and Service Provision:

• Support the transition to online case management software including data entry, revision of program forms, and other entry and revision as necessary.
• Perform friendly assessment phone calls to seniors to identify current needs and ways to best prevent social isolation.
• Perform intake assessments and collect information from program participants as needed to move to an online case management system.
• Support current online programming and facilitate new online programs based on feedback from the Older Adults.
• Maintain a caseload of case management clients.

**Resource Identification and Networking:**
• Identify resources available to Older Adults in the Greater Long Beach, Orange County, and Los Angeles County areas and create clear referral mechanisms.
• Update and maintain the Senior Services Community Resource Guide.
• Attend Aging Services Providers meetings as well as any other meetings with partner organizations and groups.

**Program Development:**
• Support the development and revision of program materials such as program manuals, standard operating procedures, intake forms, brochures, fliers, protocols, etc.
• Collate data pertaining to LGBTQ Older Adults to be used in outreach materials, grants, training materials, and other documents as necessary.

**Other:**
• Attend biweekly staff meetings and any other required meetings.
• May be assigned other responsibilities as needed.

**Qualifications**
• Familiarity with issues facing Older Adults and more specifically LGBTQ Older Adults.
• Excellent assessment skills and experience in trauma informed interviewing techniques.
• Strong interpersonal and communication skills including the capacity to effectively communicate and create rapport with people from diverse backgrounds.
• Ability to maintain confidentiality.
• Ability to complete accurate and timely documentation.
• Masters in Social Work preferred.
**REQUIRED:**

- Must have access to a reliable internet connection, have a laptop to perform work duties, and have access to a reliable form of transportation.

Candidates who have previous experience working with communities of color, community-based organizations, socioeconomically disadvantaged populations, and/or LGBTQ populations preferred.

Please send cover letter and resume to: Mariham Iskander, Older Adult Program Manager at The Center Long Beach by E-Mail to miskander@centerlb.org

2017 E. Fourth Street
Long Beach, CA 90814
Phone 562.434.4455
Fax 562.433.6428