



*Connecting older adults and caregivers to services that support healthy aging and independence.*

POSITION TITLE: Program Coordinator

COMPENSATION: Hourly

FTE: 28 hours/week

REPORTS TO: Program Director

PURPOSE: Assists the Executive Director in the development, maintenance, management and operation of Minnesota Health Care Provider (MHCP) services as well as coordination of the delivery of all other services.

#### POSITION DEMANDS

- Strong organizational skills; meticulous attention to detail and accuracy;
- Excellent communication skills, including verbal, electronic and written communication;
- High degree of professionalism and strong customer service skills;
- Solid problem assessment and problem-solving skills; including the ability to provide essential information to staff and clients to make informed decisions;
- Data base management skills including information gathering, data entry, information monitoring, and generating reports;
- Excellent time management; able to meet deadlines for multiple projects simultaneously;
- Team player who understands how individual contributions are essential for the success of the program, and who values professionalism;
- Ability to plan, organize and prioritize information and projects to meet the changing demands of staff needs;
- Ability to understand complex requirements as mandated by funders and third parties;
- Ability to utilize discretion and maintain confidentiality;
- Commitment to continuing professional development;
- Flexible schedule to accommodate staff needs during times of high volume and date sensitive projects;
- Ability to adapt to various or rapidly changing situations;
- Strong proficiency in MS Word, Excel, Power Point and Outlook, and data base management;
- Meeting with older adults in their homes;
- Valid, unrestricted driver's license, proof of current insurance and reliable transportation for use when meeting with clients and external referral sources.

#### PRINCIPAL RESPONSIBILITIES

- Assist the Executive Director and the Program Director with daily operations and delivery of services;
- Assist with program development, implementation, and evaluation according to program and MHCP guidelines, and monitor/measure program impact in assigned service areas;

- Assist with development and implementation with new initiatives to meet emerging community needs, and collaborate with other community agencies to identify specific needs;
- Develop and maintain strong working relationships with community organizations and agencies;
- Assist the Executive Director in gathering data and evaluating outcomes of program initiatives and/or work plans as needed for grant reporting and applications;
- Perform all new client intakes and coordinate with staff to ensure prompt delivery of services;
- Coordinate the delivery of Home and Community Based Services (HCBS) as a Minnesota Health Care Provider (MHCP) with strict attention to compliance and documentation;
- Perform monthly billing duties for all MHCP and other services as assigned;
- Enter data and update client tracking system on a timely basis and generate reports for internal and external use that are time sensitive;
- Generate and provide staff accurate reports for funders by due dates;
- General clerical duties including photocopying, fax and mailing;
- Maintain electronic and hardcopy filing system;
- File, update and maintain client records;
- Prepare written responses to routine inquiries;
- Handle requests for information and data;
- Perform other duties as assigned.

#### QUALIFICATIONS

- Two-year degree or five years' experience in program management or administration, human services, health care administration, other experience will be considered.
- Computer skills with proficiency in MS Word, Excel, Power Point and Outlook;
- Knowledge of operation of standard office equipment;
- Knowledge of clerical and administrative procedures and systems such as filing, data entry, and record keeping;
- Knowledge of basic office management principles and best practices;
- Ability to work independently and interdependently;
- Ability to communicate effectively both orally and in writing;
- Ability to be trained in new models of assessment and intervention;
- Ability to utilize personal computer for recordkeeping, reporting, and communication;
- Ability to articulate and support Age Well mission and vision.
- Ability to successfully pass a required Department of Human Services background study.

#### PREFERRED QUALIFICATIONS

- Experience working with third party insurance billing;
- Knowledge of Minnesota Health Care Provider regulations, requirements;
- Medical billing and coding background.

#### PERFORMANCE IS SATISFACTORY WHEN:

- Client satisfaction measures report that the program is responsive to their needs;
- Records are complete, accessible and organized;

- Data reports are accurate and up-to-date;
- Billing is correct, complete, and on time;
- Reporting deadlines are met as per funder requirements;
- HCBS are provided as per the standards and requirements of DHS and other third-party providers;
- Program staff and Executive Director report a high level of satisfaction with support provided;

#### COMPENSATION

Up to 28 hours per week (.70FTE) grant funded position. Salary based upon qualifications.