

**Position Title:** Program Services Coordinator  
**Division:** Memory Support Services  
**Reports to:** Program Services Manager  
**Status:** Full Time Non-Exempt  
**Pay Range:** \$23/hour - \$28/hour DOE  
**Benefits:** Paid Time Off, Holiday Pay, Health Insurance, 403b retirement plan

**General Summary:**

The **Program Services Coordinator** is part of a team that provides education, information, assistance, and support by telephone, e-mail, and in-person to individuals and families impacted by Alzheimer's disease and other forms of dementia. This includes general information and education about Alzheimer's disease and related dementias, care planning while working in collaboration with community service providers. Specific duties involve providing hands-on support, oversight and coordination of all our Memory Support programs including Enhanced Case Management (ECM), volunteer recruitment, training, and supervision for Support Group facilitators, Helpline volunteers, student interns and staff as assigned. Participating in community outreach events and education presentations as needed.

**Essential Job Functions:**

- Demonstrates knowledge, sensitivity and empathy regarding Alzheimer's issues.
- Provides leadership, oversight, recruitment, training, supervision of staff and volunteers coordination of all the family caregiver support groups.
- Provides direct services to families and individuals impacted by dementia by providing Care Consultations, Memory Screenings and related services (training provided)
- HIPPA compliant (training provided)
- Provide Helpline backup – as needed.
- Serves as a program lead and supervises staff/volunteers/interns as assigned.
- Other duties as assigned.

**Minimum Requirements:**

- MSW or MSG preferred, BSW, BA in Human Services or related field required
- Familiarity with Alzheimer's disease and related disorders a plus
- Two years' experience in providing services to older adults including those with cognitive impairments
- Experience in in-home service delivery and program development, preferred.
- Knowledge of the ageing service delivery system in Orange County
- Excellent leadership, initiative, integrity, customer service and motivational skills
- Effective time management and organizational skills required
- Ability to represent Alzheimer's Orange County in a professional manner
- Proficient in the use of a personal computer and Microsoft Office applications
- Ability to travel as needed to perform job duties (reliable transportation)

- Ability to work occasional evenings and weekends

The job profile in no way states or implies that these are the only duties to be performed by the jobholder. The employee will be required to follow instructions and perform other duties as requested by his/her supervisor or manager. This is not meant to be an exhaustive list of job duties. Essential elements may change when necessary.

Alzheimer's Orange County (and its subsidiaries) is an equal employment opportunity employer and strives to comply with all applicable laws prohibiting discrimination based on race, color, creed, sex, age, national origin or ancestry, physical or mental disability, veteran status, marital status, medical condition, sexual orientation (gender identification), as well as any other category protected by federal, state, or local laws.

The Employee or the Organization may terminate employment at the Organization for any reason, with or without cause or notice, at any time. Nothing in any oral or written statement shall limit the right to terminate employment at will. No Supervisor or Employee of the Organization shall have any authority to enter into an employment agreement – express or implied – with any Employee providing for employment other than at will.

As a workforce member, I agree to adhere to policies and procedures pertaining to the proper handling of protected health information (PHI) when applicable.

The undersigned have reviewed the contents of this job description and believe it is to be accurate.

_____ Employee	_____ Date
_____ Supervisor	_____ Date