



Position: Community Services Director

Description of Work:

The Community Services Director shall have the responsibility for coordinating the information and referral services at Senior PharmAssist and will oversee Medicare insurance counseling working closely with the Seniors' Health Insurance Information Program (SHIIP) Volunteer Coordinator. All work is to be directed toward the agency mission: Senior PharmAssist promotes healthier living for Durham seniors by helping them obtain and better manage needed medications and by providing health education, Medicare insurance counseling, community referral, and advocacy.

Essential Duties:

- Conduct face-to-face assessment interviews with participants and care partners
- Provide community referral information and case management to older adults/care partners
- Ensure that all direct care staff have good working-knowledge of resources for seniors
- Help the agency pilot the online, secure information and referral platform NCCARE360 and provide feedback to improve this new online system for making and tracking referrals
- Supervise three individuals: the Health Resources Coordinator (provides community referrals and Medicare counseling), the SHIIP Volunteer Coordinator (Seniors' Health Insurance Information Program – Medicare counseling), and the part-time Program Associate (support staff)
- Conduct Medicare insurance counseling sessions with participants and be comfortable speaking to groups about Medicare Part D, Medicare Advantage, and Medicare supplements
- Assist with the development and communication of information to participants, care partners, volunteers, and social service & healthcare providers
- Collaborate with the Duke Geriatric Workforce Enhancement Program to ensure that our collective efforts are improving lives and are disseminated effectively to others wishing to do similar work
- Represent Senior PharmAssist when working with community coalitions focused on aging and public health
- Perform outreach activities related to the work at Senior PharmAssist as needed
- Advocate for individual older adults at the system level to remove institutional barriers and minimize inequities

Management/Administration:

- Supervise three individuals: the Health Resources Coordinator (provides community referrals and Medicare counseling), the lead SHIIP volunteer/coordinator (Seniors' Health Insurance Information Program – Medicare counseling), and the part-time Program Associate (support staff)
- Work closely with the Operations and Clinical Services Directors to ensure the efficient organization/operation of the clinic; including data-entry and reporting
- Contribute to the development and maintenance of a cohesive team
- Demonstrate an eagerness to learn and enhances skills that promote equity and inclusion
- Perform other duties as necessary and/or assigned

Organizational Relationship:

- The Community Services Director reports to the Executive Director

Qualifications and performance standards

- Master's degree in social work, public health, gerontology, health administration or related field
- Experience working with older adults and knowledge of Medicare/Medicaid issues
- Minimum of three years of management experience
- Demonstrate detail-oriented organizational skills and leadership to effectively manage both individuals and projects
- Communicate skillfully in written and oral form with diverse populations

Competitive salary and benefits

Open until filled but looking to hire ASAP and begin immediately

Apply through indeed.com

No calls or emails please

Senior PharmAssist is an equal opportunity employer

