



Program Coordinator

The Arizona Caregiver Coalition (ACC) manages the intake, screening and assessment of family caregivers applying for caregiver support, including respite and reimbursement for home modifications. Volunteers and interns perform much of the work, and the Program Coordinator position is responsible for smooth operation of our telephone helpline, processing of applications for our caregiver programs, maintenance of records and accurate documentation. The Program Coordinator works closely with volunteers and staff but has no supervisory responsibility.

This position requires in-office work, with some remote work possible. The position is non-exempt, part-time (24-32 hours) with the potential to become full-time, dependent on grant funding.

Position Duties

- Responsible for tracking calls received through the Caregiver Resource Line.
- Assign telephone calls and messages to staff and volunteers and assist with responses as needed.
- Monitor and update the process used for operating the Caregiver Resource Line and for enrolling clients in programs.
- Provide routine training to staff and volunteers on policies and procedures related to the Caregiver Resource Line and for screening of program applicants.
- Create and update client files, both hard copy and electronic; maintain confidentiality.
- Ensure that program applications are reviewed and processed in a timely and accurate manner.
- Responsible for general database maintenance, which includes entering data and extrapolating data for reporting purposes.
- Maintain relevant records via spreadsheets and reports.
- Create and maintain documents in support of programs, such as forms and fact sheets, including online forms.
- Assist in daily office functions, e.g. answering phone calls, correspondence and filing, coordinating meetings, and scheduling meetings.

Benefits: Holidays, paid sick and personal time off, mileage reimbursement, flexible schedule

Skills:

- The ideal candidate should possess broad office skills and enjoy working in a small team where everyone balances multiple tasks.
- Must be highly organized, task and detail oriented, and able to prioritize effectively in order to meet deadlines.



Arizona Caregiver Coalition

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- Computer skills including experience using MS Office (including Excel), the Internet, and email, with accurate data entry.
- Ability to create and update reports and spreadsheets with little to no supervision.
- The ability to learn and utilize our client database to correctly enter and extrapolate data for reporting purposes.
- Experience with basic office equipment such as computers, copiers, calculators, printers, and projectors.
- Good written and verbal communication, and be comfortable answering questions and solving problems over the phone and by e-mail.

Experience: Administrative experience, including filing, data entry, and reconciliation. Experience with client database preferred. Experience with customer service, outreach, events and PR a plus. Spanish language skills a plus. College degree preferred.

We encourage individuals of all ages and all abilities to apply. New graduates or students near graduation are encouraged to apply.

The Arizona Caregiver Coalition (ACC) is a community-based, 501(c)3 tax exempt organization. It was founded to support and advocate for family caregivers in Arizona. We partner with the Arizona Department of Economic Security, Area Agencies on Aging, and other community-based organizations. The office is located in central Phoenix. Please visit azcaregiver.org.

Send your application to Jutta@azcaregiver.org.