



2 Doctors Park Suite E, 417 Biltmore Avenue, Asheville, NC 28801
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JOB DESCRIPTION
JFS Elder Club Program Manager

Effective Date: November 1, 2019
Classification: Part-time, Non-Exempt (30 hours/week)
Reports To: JFS Executive Director

Summary:

The JFS Elder Club Social Work Program Manager, under the supervision of the Jewish Family Services Executive Director, upholds the JFS commitment to the highest quality of client services and programs. As a member of the JFS team, the Elder Club Program Manager is responsible for planning, implementing and directing activities for the Elder Club, a group respite program serving elders with normal cognitive function as well as those with mild to moderate dementia. The JFS Elder Club Program Manager works closely with the Executive Director and other social work staff to help identify client needs and develop, coordinate and monitor appropriate client and caregiver service plans and outcomes for participants in the Elder Club. The JFS Elder Club Program Manager supports the mission and values of Jewish Family Services of WNC, which is open to people of all faiths.

Qualifications:

Education/Experience

- Bachelor's- or Master's-level social work degree (BSW; MSW)
- Social work experience in a social service agency or equivalent

Experience/Skills/Licenses:

- Excellent communication and computer skills, including Microsoft Office Suite
- Valid driver's license and insured automobile
- Planning, facilitating and leading group activities
- Hands-on experience with older adults
- Ability to physically assist and support elders with seating, standing, walking
- Experience with and knowledge of cognitive impairments and physical disabilities
- Strong interpersonal and communication skills
- Strong organizational skills

Knowledge of:

- Principles and practices of social work and client management techniques used in a community setting
- Aging and Caregiver issues, as well as dementia and Alzheimer's disease symptoms and progression
- Awareness of Jewish culture, values and traditions, or openness to learning
- Federal regulations and state laws applicable to the program

- Current information pertaining to the symptoms and effects of substance abuse, mental illness and family dynamics
- Client interview and assessment skills
- Available public and private social service providers.
- Collaborative case planning.
- De-escalation and crisis intervention techniques.
- Record-keeping principles and practices; correct business English, including spelling, grammar and punctuation.
- Techniques for dealing with a variety of individuals from various socio-economic, ethnic and cultural backgrounds, in person and over the telephone.

Social Work Responsibilities:

- Assesses Elder Club candidates in casework interviews, including Quality of Life, Mini Mental Status Exam, depression screening and follow up; confers with family members and caregivers, service providers and others to obtain information for determining client's service needs and eligibility; coordinates transportation; facilitates, intervenes, manages and reports on emergencies to Elder Club Supervisor and JFS Executive Director; consults with caterer on menu requirements; and reports to the JFS Executive Director on client and attendance statistics as requested
- Identifies psychosocial, economic and physical needs of clients; assesses client's support systems, available community resources and other factors to plan, develop, and implement an appropriate service plan, including intervention strategies and setting long- and short-term goals.
- Provides direct support for Elder Club clients and caregivers at agency and in correspondence as appropriate, under supervision of JFS Executive Director and in collaboration with the JFS Social Work Case Manager.
- Provides ongoing client assistance services by monitoring delivery of services and quality of care, and reassessing client needs including ongoing eligibility for services; tracks client progress and well-being; evaluates case plan effectiveness; and effectively manages resources.
- Refers clients to appropriate community medical, emotional, economic and social support organizations; advocates for or assists the client in obtaining such services, in collaboration with the JFS Social Work Case Manager.
- Explains agency and program rules, regulations and procedures; assists clients in completing required forms and in gathering necessary documentation
- Confers with Jewish clergy, other community professionals and clergy regarding cases as needed and for planning of cultural and significant Jewish calendar events for Elder Club activities
- Refers individuals and families for mental health services as needed including referral to and collaboration with JFS Mental Health Counseling Program; reports instances of neglect or abuse to the appropriate authorities; utilizes appropriate controls for individuals who may be aggressive, combative or hostile by following established protocols and policies under supervision of Elder Club supervisor
- Establishes and maintains effective working relationships with those contacted in the course of work
- Recruits, trains, schedules, supervises and engages volunteers for Elder Club

- Performs related duties as assigned, including assisting in planning, coordinating and implementing group respite program, and performing other JFS agency tasks as appropriate and needed.

Administration

- Prepares in a timely manner complete and accurate case notes; writes correspondence, reports and other written materials; inputs data and prepares statistical reports
- Provides client assistance outcomes and reports as requested
- Attends JFS staff meetings
- Maintains procedures, systems, registration forms, and other relevant records related to the Elder Club and social work program

Public Relations

- Works with JFS Executive Director to publicize programs and events as needed
- Researches outreach opportunities to grow Elder Club program
- Submits appropriate information for electronic communications about Elder Club
- Works with the JFS team to serve as liaison between JFS and Jewish community organizations, and other community organizations; conducts presentations regarding JFS services to community organizations; participate in JFS table exhibits at conferences, agency fairs, etc.

Agency Responsibilities

- Maintains and enforces agency policies and procedures
- Serves on other agency committees as appropriate
- Assists with agency-wide events as needed
- Other duties as requested by Supervisor and/or Executive Director
- Stays current with issues related to aging and caregiver support

Please send resume/CV, cover letter, and two professional references to info@jfswnc.org. No phone calls. Employment offer is contingent on a background check.

Jewish Family Services of WNC, Inc. is an equal opportunity employer. Employment as well as participation in programs is open to all regardless of faith, race, color, gender, sexual orientation, ethnicity, country of origin, age and ability.