



Job Title	SHINE Program Coordinator
Department	Health & Human Services
Employment Status	Part-Time
FLSA Status	Nonexempt
Classification	Grade 8

Scope of Work

This position serves as the regional director of the Metro West SHINE Program, developing, managing and administering the programs and services for Medicare beneficiaries and their families in the MetroWest region.

Supervision

Received	Director of Aging Services
Exercised	Assistant Program Coordinator and Program Volunteers

Essential Job Functions

An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function to satisfaction.

- Manages all aspects of the SHINE program.
- Recruits, trains, schedules and manages SHINE counselors, most of whom are volunteers.
- Conducts monthly counselor meetings to provide training.
- Develops training materials.
- Responds to counselors' inquiries and requests for assistance.
- Interacts with program participants.
- Assesses emergency situations and makes appropriate decisions.
- Researches program and service delivery methods.
- Monitors and evaluates the efficacy of programs and services; conveys information to Director.
- Conducts community presentations on Medicare issues.
- Develops and maintains counseling sites.
- Ensures compliance with grant requirements for the program.
- Maintains program records and prepares required reports.
- Attends monthly statewide meetings, webinars and annual conferences.
- Provides effective and efficient customer service and promotes and maintains responsive community relations.

- Follows safe work practices.

Other Job Functions

- Performs related duties as assigned.

Requirements of Work

Graduation from a college or university with a Bachelor’s Degree in Business, Human Services, Social Work or related field; supplemented by at least 4 years of experience working in customer service preferably with seniors and/or persons with disabilities; prior SHINE counseling and management experience preferred.

LGBTQ+ affirming, multi-culturally competent, and committed to anti-racism and anti-discrimination work

Knowledge, Ability, and Skill

In addition to the requirements of work, the individual should also have the following knowledge, ability, and skill:

Knowledge of	<ul style="list-style-type: none"> • Department policies and procedures. • Rules and regulations of Medicare and MassHealth. • Elder network and resources in the MetroWest region. • The use of standard office equipment including computers and relevant software programs.
Ability to	<ul style="list-style-type: none"> • Develop and assess the efficacy of programs and services. • Deal with highly sensitive information and maintain confidentiality. • Communicate effectively both verbally and in writing. • Assess emergency situations and respond appropriately. • Assign and supervise the work of others; motivate volunteers to work toward common goals. • Establish and maintain effective working relationships with supervisors, coworkers, partner agencies, community organizations, SHINE clients and volunteers, and the general public.
Skill in	<ul style="list-style-type: none"> • Research and organization. • Oral and written communications. • Training and public speaking. • Customer service.

Necessary Special Requirements

SHINE certification; valid driver’s license

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Work is performed mostly in an office setting; hand-eye coordination is necessary to operate computers and various pieces of office equipment. Specific vision abilities required by this job include close vision and the ability to adjust focus.
- While performing the duties of this job, the employee is frequently required to sit, stand, walk, talk and hear; use hands and fingers to handle, feel, or operate objects, tools, or controls and reach with hands and arms.
- The employee must occasionally lift and/or move up to 20 pounds.

Pay Equity/Equal Opportunity/Americans with Disabilities Act Employer