

Job Description-Community Access to Resources and Education (CARE) Program Coordinator

- Status:** Non-Exempt
- Job Classification:** 2
- Hours:** 1.0 FTE (Full-time, 40 hours, occasional evenings and weekends)
- Schedule:** In-person, Monday-Friday, 8am-5pm
- Comp Range:** \$26.00-\$30.32/hour (\$54,080-\$63,066/year)
- Reports to:** Assistant Program Manager-CARE
- Job Summary:** Under the general supervision of the Assistant Program Manager-CARE, The CARE Program Coordinator supports the Community Access to Resources and Education (CARE) program by performing case management for Aging Adults ages 65+. This position also bolsters community engagement through outreach and coordinating special projects.

DUTIES AND RESPONSIBILITIES

Case Management

- Identifies and assesses client needs for services, determines eligibility, and develops and monitors case plans.
- Maintains a flexible caseload of 30 clients and provides casework services to individuals in social, economic, and physical need.
- Conducts client assessments, intakes and follow-up appointments to collect functional, environmental, psycho-social, financial, employment, housing, educational, and health information as appropriate to develop case plans.
- Develops support systems to meet client needs by identifying and coordinating various available services necessary to maintain independent living and, when possible, self-sufficiency.
- Educates clients about available resources and community programs.
- Maintains all required documentation, records, and reports.
- Conducts crisis intervention as necessary.

Program Coordination

- Organizes outreach and engagement activities to/for aging adults 65 + of services available; Coordinates program-related events, such as benefit clinics, workshops, groups, and outreach fairs.
- Builds partnerships with other organizations to strengthen services, meet client needs, and achieve program deliverables.
- Tracks monthly goals in accordance with the program plan and funder requirements.
- Prepares and submits midyear and annual reports as required.

Job Description-Community Access to Resources and Education (CARE) Program Coordinator

West Valley Community Services believes that every employee contributes significantly to our success and should not be limited by the assigned responsibilities. This job description outlines primary duties, qualifications, and job scope, but is not intended to be a comprehensive description of job responsibilities. We expect each employee to offer services as necessary to ensure the success of our endeavors.

QUALIFICATIONS

- High School Diploma and some college preferred. Experience working with aging seniors is highly desirable.
- Ability to work with people from diverse backgrounds and/or language barriers. Bilingual is highly desirable.
- Interpersonal skills with the ability to communicate in individual and group settings.
- Ability to embrace WVCS' mission to provide basic human needs with compassion and in a dignified environment.
- Valid California driver's license/ID and insured automobile preferred.

This position description intends to describe the general nature and level of work and is not intended to include all duties and responsibilities. Due to the nature of our clients' needs and our agency's operations, responsibilities may be modified at any time.

ABOUT WEST VALLEY COMMUNITY SERVICES

West Valley Community Services is a nonprofit organization that has been providing safety net services to low-income and homeless individuals and families in the west valley region of Santa Clara County for more than 40 years. The mission of West Valley Community Services is to unite the community to fight hunger and homelessness. Our work is guided by the vision of a community where every person has food on the table and every person has a roof over their head.

At West Valley Community Services, we value:

- Compassion – We respond to the needs of others with sensitivity and kindness.
- Dignity – We treat everyone with honor and respect.
- Integrity – We operate with honesty and strong moral principles.
- Service – We bring together the community to help others.
- Diversity – We value each individual's uniqueness.
- Ingenuity - We approach our work with creativity and resourcefulness.

These values inform the work we do with our clients, our staff, our board members, and the community.



Job Description-Community Access to Resources and Education (CARE) Program Coordinator

West Valley Community Services offers a range of safety net services to clients, including a food pantry, affordable housing, emergency financial assistance, a mobile food pantry, financial coaching, family support, case management, and referral services. We also partner with county agencies to ensure clients have access to public health and food assistance benefits. Our programs target families with children, at-risk youth, seniors, individuals, and disabled adults who are extremely low-income, living on a fixed-income, homeless or are at risk of becoming homeless.

West Valley Community Services is the only nonprofit agency helping the men, women, and children living in poverty in the west valley communities of Cupertino, West San Jose, Monte Sereno, Saratoga, Los Gatos, and the surrounding mountain regions. We provide the most vital and basic human services to the community's neediest individuals and families.

At West Valley Community Services, diversity is one of our core values. We engage with a diverse community of clients, staff, volunteers, and donors, and believe diversity makes us stronger. We encourage people from all backgrounds and all identities to apply.

West Valley Community Services is an Equal Opportunity Employer encouraging diversity in the workplace. All qualified applicants will receive consideration for employment without regard to race, national origin, gender identity/expression, age, religion, disability, sexual orientation, genetics, veteran status, marital status or any other characteristic protected by law.

Email Cover Letter and Resume to:

WVCS Jobs – HR hr@wvcommunityservices.org [Please indicate “CARE Program Coordinator” in the subject line of the email]