JOB TITLE: Director, Eldercare Locator

REPORTS TO: CEO

OVERALL DESCRIPTION

Established in 1991, the Eldercare Locator serves as an essential, trusted gateway to connect older adults, caregivers and aging/health professionals with information and resources on aging programs and services in every community in the United States. The Eldercare Locator service is operated through a national Call Center, website (www.eldercare.gov) and resource center.

Handling approximately 250,000 inquiries annually, via phone, web chat or email, trained information specialists at the Call Center identify the needs of callers and connect them to their local Area Agencies on Aging, Title VI Native American aging programs, Aging and Disability Resource Centers or other pertinent local, state and national resources. The website serves as a major entry-point and resource for older adults and caregivers seeking information and services. Based on the inquiries from the Call Center and website, the Eldercare Locator produces and disseminates a series of consumer brochures on topics of interest which are maintained in a resource center.

The Director manages and directs this national service to ensure that the Eldercare Locator provides quality, timely, and targeted information/assistance to address the needs of older adults and caregivers. Additionally, the Eldercare Locator Director takes an active role in building partnerships and developing innovative initiatives that enhance and strengthen the Eldercare Locator’s position as “the place” to go for aging information and the trusted connection to the local Area Agencies on Aging and Title VI Native American aging programs.

PRIMARY RESPONSIBILITIES:

- **Contract Management:** Prepare annual work plan for all grant activities. In cooperation with grant partners, develop grant proposals for the project. Prepare in conjunction with project partners semi-annual reports to funding agency. Analyze, plan and implement improvements and innovations to the Eldercare Locator services.

- **Program Management:** Oversee the operation of all project activities. Make presentations on the Eldercare Locator at national conferences and other meetings and develop partnerships with organizations that will compliment and enhance outreach efforts for the Eldercare Locator. Develop an annual work plan designed to raise the national visibility, enhance the quality of service and that incorporate technological advances consistent with the budget and in collaboration with the grantor. Manage overall Eldercare Locator activities and manage directly the Call Center Supervisor and all subcontract activities.
• Media/Marketing Outreach: Working in conjunction with the n4a Communications Team, oversee all media campaigns, outreach initiatives, and the development of marketing and educational materials that are initiated.

• Technical Oversight: Develop protocols for new and changing aging issues, oversee on-going training of Eldercare Locator staff, and educate local AAAs on these issues. Monitor subcontractors for quality of service and adherence to agreements and contracts. Ensure on-going quality control system is in place and effectively monitoring and reporting on call center activities.

• Fiscal Management: Develop and negotiate contracts with subcontractors. Create annual budget and track federal grant expenditures.

• Technology: Stay abreast of technological developments that could be utilized to enhance the Eldercare Locator’s Call Center and website.

• Collaboration: Participate in meetings with outside organizations. Assist in planning meetings and conferences and other organizations and associations.

• Visioning: Ability to continue to look at the future needs of older adults, caregivers, and Baby Boomers and how the Eldercare Locator can be positioned and enhanced to meet those needs.

SKILLS AND EXPERIENCE REQUIRED:

• knowledge and experience working in the national Aging Network;

• ability to plan, develop and implement projects;

• ability to develop partnerships and work well with multiple, diverse partners;

• grant development skills;

• ability to budget and manage grant expenditures;

• project management skills;

• excellent oral and written communications;

• good presentation skills and customer service knowledge;

• ability to track technological advancements;

• grants and contracts management;
• strong decision-making skills;
• strong interpersonal skills;
• ability to work independently and as a member of a team;
• ability to meet deadlines and to work well under pressure;
• knowledge of information and referral/assistance protocols and procedures and the role the Aging Network plays in Information Referral & Assistance; and
• knowledge of human service call centers.

QUALIFICATIONS:
This position requires a Master’s Degree plus six years relevant and progressively responsible work experience as a Program Manager or Project Director in an aging or human services or health-related field. A minimum of three years of experience in grants and contracts management is required, preferably in the Aging Network.

WORK HOURS
Exempt position with full benefits but subject to grant funding.

SALARY
Dependent upon background and experience of candidate selected.

INTERESTED APPLICANTS
Please submit cover letter and resume to Rebecca Levine at the National Association of Area Agencies on Aging, rlevine@n4a.org. No calls please.