



The Key to Your Community

Member Services Coordinator

Do you fall asleep at night dreaming of a community laboratory to design and build high impact, creative social services and programs for the aging population? Do you have ideas about how to leverage community assets as a method itself for enhancing social engagement, mental acuity, and physical fitness among older citizens? Do you think of volunteerism as a central program pillar to improve services, programs and outcomes? If so, we want to meet you . . .

OVERVIEW: Founded in 2007, **Capitol Hill Village (CHV)** is a non-profit membership organization, with approximately 400 members and 300 volunteers. It is one of approximately 300 Villages around the country with 13+ in DC alone. Based on the concept of neighbors helping neighbors, CHV provides members with social, educational, wellness and cultural opportunities, as well as support services including transportation, home maintenance, and tech support performed by CHV's vetted volunteers or vendors. And, CHV's social services team provides professional care coordination, helping members to navigate health care, insurance, social services, housing and other issues. CHV's goal is to help members live life on their own terms, and remain in the community and in their homes as they grow older. CHV has programs and services for members across the spectrum of health, mental acuity, and economic means. We are actively pursuing greater racial, cultural and ethnic diversity.

Position Description: Capitol Hill Village seeks a fulltime Member Services Coordinator to join its growing staff. This position would include approximately 40% case management, and 60% programmatic activities. Responsibilities include:

Care Services

- Perform initial and ongoing assessments of members (and potential members when necessary) in their homes.
- Consider appropriate interventions, resources and referrals for members according to assessment findings.
- Guide members and their families through decision-making processes using empowerment-based techniques.
- Serve as liaison among members, community agencies and other providers and directly oversee the coordination of care to support members as they age in community.
- Facilitate support groups and support peer leaders in facilitating support groups
- Provide after-hours and/or weekend coverage for urgent member needs as part of Care Services rotation.

Administrative

- Appropriately document all member interactions for cohesive case coordination with services team.
- Assist in data collection and analysis relevant to program evaluation.
- As requested, assist with fundraising, member recruitment and other organization-wide initiatives.

Volunteer Services and Educational Programs

- Assist with planning and execution of supportive programming and community education events
- Support the services team by coordinating delivery of volunteer services to members as needed.
- Support Village Connections program of trained volunteers who work closely with seniors to provide light social engagement or care support through one-on-one guidance and group trainings.

Member Services

- Assist with processing phone or email requests for member services.
- Participate in member engagement and cultivation activities.

General

- Work as a member of the team to respond to member and organization needs as they change.
- Bring a positive attitude and problem-solving approach to colleagues and the work.
- Support anti-racism, anti-homophobia, and anti-ageism efforts at the staff and organizational level.

Requirements:

- Bachelor's degree in psychology, social work or related field or equivalent work experience, MSW preferred;
- Minimum 2 years' experience in member/client services or in community-based social service work;
- Experience facilitating groups;
- Strong oral and written communication skills;
- Commitment to and strong skills in clinical case management;
- Demonstrated commitment to working with older adults, their caregivers and families;
- Fulltime availability (office hours are 9am-5pm); occasional evening or weekend work;
- Knowledge of basic Medicare/Medicaid requirements and regulations preferred;
- Ability to identify problems/potential problems, find relevant information and resources and evaluate and recommend resolution

More details: The Member Services Coordinator is a full time, salaried position. CHV is an equal opportunity employer. Salary is mid-to upper 50s, commensurate with experience. Generous

benefits package includes health, dental, and vision insurance, IRA contributions, paid holidays, disability insurance, and paid time off. The position reports to the Director of Care and Volunteer Services. Due to the COVID-19 pandemic, there is a mix of on-site and remote work. Under typical circumstances, this position reports on-site full time as well as performs home visits and extensive face-to-face interaction. A personal vehicle is not needed for this position.

How to Apply: Send cover letter and resume in one PDF document to jobs@capitolhillvillage.org with Member Services Coordinator in the subject line. Title the document using the following format: MEMBER SERVICES COORDINATOR LASTNAME.pdf. Please submit applications by Friday, October 29th, 2021. If you have any questions, contact Samantha Henson at shenson@capitolhillvillage.org.

Diversity & Equity Statement

Capitol Hill Village began in 2007 as a neighborhood organization aimed at supporting residents of the Hill. Since our inception we continue to be a vibrant and crucial part of the community engaging with people of all ages. We work against stereotypes and seek to re-write the playbook on aging in DC. CHV recognizes that inequity in any form negatively impacts health, financial, and emotional wellbeing for individuals of all ages, but especially older adults, for whom systemic inequalities have impacted many decades of life. We know the policing, education and healthcare systems do not treat all as equals - that inequality is at the core of our mission. We are in solidarity with the people and organizations pushing to end racism and are willing to actively make changes necessary to align ourselves to this important work.