



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 450 members and 250 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 full-time Member Services Coordinator to join its staff. This position would include approximately 60% case management, and 40% 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, including one Saturday per month for specialized programming through at least July 2025.

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, volunteer training, and community education events.
- Support the services team by coordinating delivery of volunteer services to members as needed.
- Support relationships between volunteers providing services and village members through regular check-ins.

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;
- Demonstrated commitment to working with older adults, their caregivers and families;
- Experience facilitating groups;
- Strong oral and written communication skills;
- Demonstrated interest and strong skills in clinical case management;
- 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 upper 50s – low 60s, 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 Services. Hybrid work environment, typically 3 days in person per week. 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 Tuesday, February 18. Please send questions via email to jobs@capitolhillvillage.org

Diversity & Equity Statement

Capitol Hill Village began in 2007 as a neighborhood organization aimed at supporting residents in the neighborhood. 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 are in solidarity with the people and organizations pushing to end racism and are working to actively make changes necessary to align ourselves to this important work.