



Innovations in Aging Collaborative
ONEN iVillage
Program Coordinator
Job Description

Innovations in Aging Collaborative (IIAC) is launching its first intergenerational Village in Colorado Springs' historic Old North End Neighborhood (ONEN) and is seeking a part time Program Coordinator to design and implement the Village model. The Old North End Neighborhood intergenerational village (ONEN iVillage) is intended to build and strengthen the neighborhood community in the Old North End and ensure that all residents can remain safe and happy in their own homes as they age in place. Although distinct in each implementation, an iVillage most importantly focuses on meeting the emerging needs of a neighborhood-specific senior population, recruiting volunteers to provide services and encouraging intergenerational interaction. By organizing local resources and inspiring residents to support and serve one another, the iVillage model promotes intergenerational relationships and makes it easier for older residents to age in place responsibly while maintaining their autonomy and independence. The position is an opportunity to start a new program for older adults in Colorado Springs and to grow the program.

Job Summary:

The position is 15-20 hours per week with some schedule flexibility for personal obligations and travel. Some weekend and evening hours may be required. The Program Coordinator reports to the Executive Director of IIAC and works closely with the IIAC and ONEN Boards, as well as the iVillage Steering Committee. The Program Coordinator is responsible for overseeing the day-to-day functioning of the ONEN iVillage, ensuring that member needs are cared for, and volunteers understand their tasks and responsibilities, as well as handling routine marketing, promotion, and the administrative tasks necessary for the smooth operation of an iVillage. The Coordinator will plan events, track memberships, coordinate the delivery of services between volunteers and members, and vet and recruit external service providers. An additional part time staff member may be hired to assist with computer work, scheduling of

volunteers and clients, and support to the Program Coordinator as the membership grows.

Duties and Responsibilities:

- Coordinate and manage volunteers to include recruitment, interviewing, vetting, processing necessary paperwork, maintaining contact lists, conducting training, ensuring recognition, developing necessary reports, etc.
- Recruit members and respond to members' requests for information, services and assistance.
- Recruit and screen Age Friendly Businesses to provide services to clients
- Coordinate selection of software for iVillage management and oversee database for membership, volunteers, billing and service appointments for clients.
- Develop a communication program for the iVillage through social media, newsletters and website and advocate for and market the iVillage in the Old North End and Colorado Springs communities.
- Design and implement social activities and service days in conjunction with members and volunteers.
- Oversee the fundraising and development necessary for a sustainable program model
- Provide exceptional customer service with warmth, tact, diplomacy, and patience.
- Provide updates to the IIAC and ONEN Boards and funders on the progress of the iVillage.

Qualifications:

- Individuals who have retired and are seeking an encore career are strongly encouraged to apply.
- Computer competence and proficient in Microsoft Office Suite required.
- 3-5 years of work related to the field of gerontology, human services, social work or aging services preferred.
- Experience in management, fundraising, marketing, program development and evaluation, and non-profit community organizations a plus.
- High energy, positive person who is organized and has excellent communication and negotiating skills.
- Experience with and understanding of successfully working with volunteers and nonprofit Boards.
- Must be flexible, efficient and eager to help.
- High integrity and commitment to keeping member and donor records confidential.
- Entrepreneurial spirit in developing new start-up operation
- Multi-tasking, analytical and problem-solving skills required
- Knowledge of the Old North End Neighborhood, Colorado Springs, and the needs of older adults strongly preferred.
- Must have valid driver's license and automobile.
- Must have a four-year college degree.

Oversight Responsibilities:

- This position receives oversight from the IIAC Executive Director and will have office space at the IIAC Office.
- This position exercises oversight of volunteers.

Physical Demands:

Frequent standing and walking, occasional long periods of sitting, moderate bending, moderate energy requirements, and frequent fine motor skills. Looking at computer screen continuously for long periods of time, hearing within normal range. Must be able to lift 20 pounds.

Successful candidates will complete pre-employment screening; which includes, but is not limited to a Criminal Background check.

Interested candidates should provide a letter of interest, resume, and three references to Claire Anderson, Executive Director of Innovations in Aging Collaborative, via email to claire@innovationsinaging.org or via mail to Innovations in Aging Collaborative, 1122 N. El Paso St., Colorado Springs, CO 80903. The deadline to submit application materials is Sept 20, 2016 and the expected start time for the position is mid-October. Questions about the position should be directed via email to Claire Anderson.