



CARING CONNECTIONS PROGRAM MANAGER

POSITION SUMMARY

The Caring Connections Program Manager is the organizational leader responsible for the management, operation, administration, and growth of the Caring Connections program. Caring Connections is a vital, growing social engagement program started during the pandemic to help combat isolation and loneliness among the older adults in Crook, Jefferson, and Deschutes Counties. Through the program, clients are matched with volunteers for weekly phone calls or in-person meetings. CoA, in partnership with organizations like Mon Ami, Oregon Health and Sciences University and USAging, tracks, measures, and reports on the impact of this program on participants. The Program Manager will serve as the main point of contact for all clients and volunteers and will coordinate the program and associated services across the entire CoA team and its partners. This position is an integral part of the Council on Aging's of Central Oregon's (CoA) Marketing Department and reports to the Director of Communications and Programming.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The essential functions include, but are not limited to the following:

- Manage the day-to-day operations of the Caring Connections Program
 - Act as the main point of contact for all clients and volunteers
 - Coordinate onboarding of new clients, including phone calls, surveys, and data entry into the tracking software
 - Monitor daily client/volunteer interactions within the tracking software
 - Troubleshoot any problems and coordinate additional services with other departments
 - Manage billing and reporting in coordination with CoA Financial Manager and Development Director
- Supervise Caring Connections' 50+ volunteers
 - Pair volunteers with clients
 - Train new volunteers and oversee meetings
 - Work as the main liaison between clients and volunteers
 - Coordinate regularly with Volunteer Manager to meet program demand
 - Provide support as needed to grow the volunteer pool

- **Oversee data collection and analysis**
 - Input all volunteer and client data into tracking software
 - Evaluate and report client and volunteer usage metrics and satisfaction
 - Receive and analyze monthly data as well as provide for grant reporting
 - Coordinate all data exchanges between partners
- **Grow the program through strategic outreach**
 - Directly manage outreach and awareness building across the tri-county area to increase geographic reach and number of participants
 - Coordinate messaging with the Marketing Team
 - Build program awareness through presentations, one-on-one meetings and events throughout Central Oregon
 - Research and implement best practices for expanding the program to include in-person meeting opportunities
 - Ensure programmatic information is listed and up to date
- **Perform other duties as assigned.**

MINIMUM QUALIFICATIONS (KNOWLEDGE, SKILLS, AND ABILITIES)

- Three to five years of program or project management experience; college degree is highly preferred
- Proficient in use of technology including Microsoft Office Suite; experience using CRM databases (client, prospects, donors) desirable
- Excellent written and oral communication skills
- Demonstrated organizational, planning, and prioritization skills
- Strong interpersonal and conflict resolution skills
- Capable of working in a fast-paced work environment with frequent interruptions, changing priorities, and multiple deadlines

PHYSICAL DEMANDS AND WORK ENVIRONMENT

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the functions. While performing the duties of this position, the employee is regularly required to talk or hear. The employee frequently is required to use hands or fingers, type, handle or feel objects, tools, or controls. The employee is occasionally required to stand; walk; sit; and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this position include close vision, distance vision, and the ability to adjust focus. The noise level in the work environment is usually low to moderate.

COMPENSATION

Compensation for this position will be between \$27 and \$30 per hour, depending on experience and qualifications. In addition, the organization offers a generous benefits package including PTO, medical, vision, and dental insurance, 403(B) with match, disability insurance, and more.

NOTICE OF NONDISCRIMINATION

The Council on Aging is committed to diversity, equity, and inclusion not only in its equal employment opportunities, but in all matters of policy, practice and delivery of services and programs. Accordingly, the Council on Aging does not discriminate on the basis of age, race, national origin, religion, language spoken, veteran status, gender, gender identity or expression, sexual orientation, or physical circumstance.

The Council on Aging of Central Oregon is an Equal Opportunity Employer, drug free workplace, and complies with ADA regulations as applicable.

TO APPLY

Please send resume and cover letter to hr@councilonaging.org.