

CARIE

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*Deceased

JOB DESCRIPTION CARIE LINE ADVOCATE

Background:

CARIE, the Center for Advocacy for the Rights and Interests of the Elderly, is a non-profit organization based in Philadelphia, dedicated to improving the quality of life of older adults. CARIE was founded in 1977, primarily as an advocacy organization for the frail elderly. Its initial program, "the CARIE LINE," quickly became recognized throughout the region as a resource for a wide range of people and institutions seeking to resolve elder care issues. Today, the agency's telephone consultation service is just one aspect of a coordinated array of programs.

Position:

This **part-time** position within the CARIE LINE program requires an individual who works well on the phone and who can help older adults and those who care for them with a wide array of issues and concerns. There is a special emphasis on helping victims of elder abuse and health care fraud by assessing needs and concerns, providing supportive counseling, and making appropriate referrals as needed. Public speaking, outreach activities, and resource development are among the other tasks involved with this position. Bilingual/bicultural background helpful. Reports to the CARIE LINE Coordinator.

Duties and Responsibilities:

Direct Service:

- Investigate and resolve complaints and concerns of the elderly, their families, professionals working with them, and others who are involved with caring for their well-being; follow-up on all complaints, requests, etc. as necessary.
- Educate callers about services, benefits, and rights of older adults.
- Assist callers with health care fraud complaints and make referrals.
- Provide resources and support to victims of elder abuse.
- Monitor the progress and assist victims of elder abuse and crime through the criminal justice and/or protective services system.
- Administer an Emergency Fund to provide assistance for locks and other security measures for victims of elder abuse and crime.
- Update and maintain the CARIE LINE resource files.
- Maintain client logs.
- Enter client information into the database.
- Assist in collecting information needed to complete outcomes measurement.

Advocacy:

- Review public policy affecting long-term care services.
- Help identify potential advocacy issues.
- Identify potential community resources and develop those relationships.



Center for Advocacy for the Rights and Interests of the Elderly

100 North 17th Street, Suite 600 Philadelphia, PA 19103

T: 215.545.5728 F: 215.546.9963 W: www.carie.org



Education/Training:

- Present seminars and workshops to seniors, caregivers and professionals.
- Assist in the development of educational brochures, materials, and public service announcements (PSAs).

Other:

- Review literature and articles on a regular basis to stay current on long term care issues.
- Attend staff meetings, appropriate community meetings and training.
- Write case examples as requested.
- Other related duties as assigned.

Educational Requirements:

MSW or related degree and at least one year of experience. Bachelors' degree with additional experience will be considered.

Experience/Skill Requirements:

- Experience in and/or knowledge of aging policy, resources for older persons and their caregivers, and the long-term care system.
- Experience in negotiating or resolving problems.
- Excellent verbal and written communication skills.
- Public speaking/training expertise.

Required Screening:

- Criminal background check
- Professional references

Physical and Mental Demands:

Must work well under pressure and have the ability to be creative and analytical. Must be able to travel locally and use public transportation and to: operate office equipment including but not limited to computer, telephone, fax, copier; move freely around the office; sit or stand at a desk and telephone for long periods of time; communicate in person, and over the telephone, with individuals and groups. This position may require occasional work outside of normal office hours. Some lifting of 10-20 pounds may be necessary.

Salary:

Competitive salary/some benefits (but no health care benefits)/travel reimbursement.

Please mail, email or fax cover letter and resume to:

Tiffany Lombardi
CARIE LINE Coordinator
CARIE
100 North 17th Street, Suite 600
Philadelphia, PA 19103
Fax: (215) 545-5372
lombardi@carie.org

No calls please.

CARIE is an Equal Opportunity Employer.