

# CARIE

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\*Deceased

## JOB DESCRIPTION CARIE LINE COORDINATOR

### **Background:**

The Center for Advocacy for the Rights and Interests of the Elderly (CARIE) 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 full time position coordinating the CARIE LINE program reports to CARIE's Director of Advocacy Initiatives. It requires a highly organized individual who can prioritize well, and handle a wide range of responsibilities. Supervising staff and providing direct service to older adults; managing data collection and evaluation; developing educational presentations and literature; coordinating outreach efforts; and providing representation at conferences, media events, networking opportunities and committees are a part of this multi-faceted position.

### **Duties and Responsibilities:**

- Coordinate CARIE LINE telephone consultation service and manage numerous programs and grants including but not limited to: Communities United (Latino Outreach), PAVE-Providing Advocacy for Victimized Elderly, and TSAP-Transportation Service Advocacy Program.
  - Hire, train, and provide direct supervision to all CARIE LINE staff.
  - Coordinate and facilitate team meetings.
  - Recruit, train, and supervise CARIE LINE students and volunteers.
  - Review logs, tabulate statistics, and oversee evaluation of CARIE LINE program outcomes.
  - Oversee management of CARIE LINE database and data input.
  - Manage service delivery and ensure appropriate use of an emergency fund for crime and elder abuse victims.
  - Assist in the writing of funding proposals and grant reports.
  - Develop new consumer education materials, and manage the influx and updating of resource materials.
  - Be an active member of the management team to monitor agency policy, practices and strategic planning.
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- Develop and revise curricula for outreach and education presentations.
  - Coordinate CARIE's Speaker's Bureau.
  - Present seminars and workshops to older adults, caregivers and professionals.
  - Make occasional appearances on radio and television.
  - Speak as needed at regional and national conferences.
  - Develop new consumer education materials, and manage the influx and updating of resource materials.

ADMINISTRATIVE

EDUCATION/TRAINING



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



ADVOCACY/  
ORGANIZING

- Analyze and monitor public policy affecting long-term care services.
- Identify service gaps in the long term care system to provide stimulus for systemic advocacy.
- Represent CARIE on committees and workgroups, providing advocacy and a voice for the frail elderly.

DIRECT  
SERVICE/OTHER

- Manage a small caseload and provide telephone assistance to callers who need information about services, benefits, and rights of older adults including victims of elder abuse.
- Investigate and resolve complaints and concerns of older adults, 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.
- Review literature and articles on a regular basis to remain current on long term care issues.
- Attend staff meetings, appropriate community meetings and training.
- Write newsletter articles, entries for website including CARIE LINE case examples as requested.
- Other related duties as assigned.

***Educational/Experience/Skill Requirements:***

- MSW or related degree and at least three to five years experience in the aging field.
- Experience in and/or knowledge of aging policy, resources for older persons and their caregivers, and the long-term care system.
- Supervisory experience
- Experience in negotiating or resolving problems.
- Excellent verbal and written communication skills.
- Public speaking/training expertise.
- Detail oriented with excellent organizational skills.
- Knowledge of Microsoft Office programs.
- Bilingual/Bicultural background helpful.

***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.

***Compensation:***

Competitive salary, excellent benefits, and out-of-pocket expense reimbursement for travel related to the job. This position is exempt from overtime compensation.

Please mail or email cover letter and resume to:

Kathy Cubit  
Director of Advocacy Initiatives  
CARIE  
100 North 17<sup>th</sup> Street, Suite 600  
Philadelphia, PA 19103  
[cubit@carie.org](mailto:cubit@carie.org)

**No calls please.**

CARIE is an Equal Opportunity Employer.