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. CARIE’s mission is to promote the well-being, rights, and autonomy of older adults through advocacy, education, and action.

Position:
This full-time position involves contact with older adults, their families, and caregivers, with a focus on issues related to health insurance and access to health care. In addition, it involves coordinating a team of volunteers. Public speaking, outreach activities, and resource development are among other tasks. Bilingual/bicultural background helpful. Reports to the CARIE LINE supervisor.

Duties and Responsibilities:
Direct Service:
- Help older adults resolve problems on a wide range of topics, including health insurance coverage, long term care, housing, and other eldercare issues.
- Provide telephone-based education, information, and advocacy around services and resources available to older adults.
- Provide volunteer coordination and administrative support for CARIE’s APPRISE (Medicare) volunteer program.
- Update and maintain CARIE’s resource files.
- Enter client information into database.
- Assist in collecting information needed to complete outcomes measurement.
- Help identify potential systems issues for further advocacy.
- Identify potential community resources and develop those relationships.

Education/Training:
- Present seminars and workshops for older adults, caregivers, and professionals.
- Assist in the development of educational brochures, public service announcements (PSAs) and other materials.
Other:
- Review literature and articles on a regular basis to stay current on Medicare, Medicaid, Long-Term Care and other issues impacting older adults.
- Attend staff meetings, appropriate community meetings and training.
- Assist in updating website and posting on social media.
- 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 Medicare/Medicaid.
- Experience in negotiating and resolving problems.
- Excellent verbal and written communication skills.
- Public speaking/training expertise.
- Volunteer coordination experience preferred.

Required Screening:
- Criminal background check
- Professional references

Physical and Mental Demands:
Must work well under pressure and be creative and analytical. Will be expected 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 and includes travel locally and in Pennsylvania. Some lifting of 10-20 pounds may be necessary.

Salary:
Competitive salary, excellent benefits.

Please mail or email cover letter including salary requirements and resume to:
Bettina Pearl
CARIE LINE Supervisor
2 Penn Center/1500 JFK Blvd, Suite 1500
Philadelphia, PA 19110
pearl@carie.org

No Calls Please
CARIE is an Equal Opportunity Employer

July 14, 2020