



JOB DESCRIPTION

PROGRAM COORDINATOR

COMMUNITY SERVICES LGBTQ OUTREACH AND SERVICES

SteppingStone Adult Day Health is San Francisco's largest provider of adult day health care (ADHC). Licensed by the State Department of Public Health and certified as a Medi-Cal provider with the California Department of Aging, the organization has worked tirelessly since 1983 to help seniors and disabled adults thrive and overcome the obstacles to independent living by providing a cost-effective, stimulating, and comprehensive set of health and social services that are all available under one roof.

Each of the organization's four centers provides an array of services, including nursing and personal care; medical social work services; meals and nutritional services; medication management; physical, occupational, and speech therapies; and social and recreational activities; as well as round trip transportation via wheelchair accessible vans. Presently, SteppingStone serves over 300 ethnically diverse seniors and adults with disabilities each month.

In 2018, SteppingStone, in partnership with Openhouse and the San Francisco Department of Disability and Aging Services, began a project to reach LGBTQ San Francisco residents who were eligible and in need of adult day health care services. The program is a culturally attuned element of our Mission Creek Adult Day Health Center.

JOB SUMMARY:

The Program Coordinator reports to the Mission Creek program director and works in collaboration with designated Openhouse staff to provide integrated groups and targeted outreach geared towards seniors within the LGBTQ community. Openhouse was founded in 1998 to enable lesbian, gay, bisexual, transgender, and queer (LGBTQ) seniors to overcome the unique challenges they face as they age by providing LGBT-welcoming housing, and resources, high-impact direct services, and innovative community programs.

The goal of this partnership is to build connection and trust with aging LGBTQ adults to provide education on health issues to optimize capacity for self-care and navigation of the healthcare system to access services and resources.

JOB DUTIES AND RESPONSIBILITIES:

1. Serve as a member of the Mission Creek ADHC staff reporting to the program director.
2. Serve as the principle point of contact with the Department of Disability and Aging Services (DAS) and with Openhouse, the project subcontractor and community partner.
3. Lead the design and implementation of the welcoming and affirming LGBTQ adult day health program in collaboration with SteppingStone and Openhouse staff.
4. Direct and organize trainings for SteppingStone staff on LGBTQ inclusion and to educate Openhouse staff on adult day health care objectives and procedures.



SteppingStone

5. Responsible for outreach activities to attract new referrals from community organizations, other agencies, case managers, social workers, etc.
6. In conjunction with Openhouse staff, offer education sessions to inform community members about LGBTQ welcoming ADHC programming and related services.
7. Oversee the creation of marketing materials.
8. Collaborate with Openhouse LGBTQ elder community members to identify supports and activities that meet the needs and interests of the LGBTQ older adult community and program objectives.
9. Responsible for the gathering and maintenance of all program data and reporting to ensure compliance with DAS reporting requirements.
10. Other duties as assigned

JOB QUALIFICATIONS:

1. Bachelor's Degree preferred.
2. Minimum of 2 to 5 years of increasingly responsible and relevant work experience.
3. Knowledgeable of physical, mental, and social needs of seniors and individuals with disabilities.
4. Experience in connecting community education and outreach efforts with targeted communities.
5. Familiarity with ADHC.
6. Excellent inter-personal and project management skills.
7. Excellent oral and written communication skills.
8. Bilingualism is an asset.
9. Sensitive to and knowledgeable of the distinct life experiences, challenges, and strengths of LGBTQ community members.
10. Must adhere to COVID19 protocols in addition to having COVID19 vaccine and booster.

Working Environment:

Must be able to safely perform all physical and manual movements needed for job functions. Must be able to carry out job instructions promptly and willingly, and to follow established procedures accurately. And, must be flexible, positive and cooperative in solving problems and working with other staff in constantly changing and sometimes stressful circumstances.

Physical Demands:

- Frequent standing and walking, bend/stoop, squat, reach above the shoulders, twist and turn, kneel, and push/pull.
- Frequently be required to lift/pull/push/move up to 25 pounds.
- Must utilize conversational speech for effective verbal communication.
- Must be able to hear equipment alarms, overhead pages, and direct verbal communication.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to stand and talk or hear. The employee is frequently required to walk; use hands to finger, handle, or feel; and reach forward with hands and arms. The employee is occasionally required to sit and stoop, kneel, or crouch. The employee must frequently lift and/or move up to 25 pounds.



SteppingStone

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

SteppingStone is dedicated to providing equal employment opportunity for all employees and applicants on the basis of merit without regard to race, color, religion, sex, age, marital status, gender identity or gender expression, sexual orientation, national origin, ancestry, physical or mental disability, AIDS/HIV status, medical condition (cancer and genetic), pregnancy, military or veteran status, or any other classification protected by applicable anti-discrimination laws.

I have read the above and understand my duties and responsibilities as an LGBTQ Program Coordinator.

Signature

Date

Print Name