

**Position Description**

POSITION TITLE: Program Coordinator- Helpline  
DEPARTMENT: Family Services  
STATUS: Part-Time  
POSITION HOURS: 32 per week  
BENEFITS: Competitive Wages, flexible hours, paid time-off including vacation, holiday, sick, personal and STD

**GENERAL DESCRIPTION:**

This position is responsible for providing information and referral services to individuals seeking resources, support and services from the Harry L. Nelson Helpline. This position oversees the Harry L. Nelson Helpline resources data base, Helpline volunteers and interns. This position reports to the Family Services Manager.

**MINIMUM REQUIREMENTS:**

Bachelor's degree in Social Work, Gerontology or a related field  
Working knowledge of Alzheimer's disease and other dementias preferred.  
Ability to understand the programs and scope of the Alzheimer's Association's mission and goals.  
Excellent verbal and listening skills.  
Ability to effectively communicate in writing, verbally and electronically.  
Ability to achieve identified goals and objectives of the program  
Proficiency with Microsoft Office applications, especially Word, Excel, Outlook and Power Point  
Ability to work effectively with staff, volunteers, and external contacts.

**ESSENTIAL JOB FUNCTIONS:**

Responsible for functions of the Helpline program, which includes but is not limited to answering phones, supervision of volunteers, conducting intakes/assessments, printing and distributing reports and providing information and referrals related to the identified needs of clients.  
Record and maintain required documentation.  
Develop, maintain and monitor schedule for Helpline volunteers and interns to ensure appropriate coverage.  
Assist in the development of materials and training programs for volunteers and interns relating to Helpline.  
Maintain client referral materials, brochures and the Information and Referral Database.  
Conduct program evaluations to ensure program quality.  
Participate in professional networking projects.  
Assist the Family Service Manager to ensure integration of strategic directions into the Department work plan.  
Assist the Family Service Manager to develop strategies and tools to market programs and services.  
Assist the Family Services Manager with ensuring compliance with all Association policies, procedures, standards and applicable regulatory requirements

**WORKING CONDITIONS**

Normal to fast paced office environment  
High degree of telephone use.  
Work may be stressful at times  
Ability to travel as needed to perform job functions  
Ability to operate designated office equipment

**EQUIPMENT**

Computer/software programs  
Fax machine  
Telephone  
Calculator  
Photocopier  
Audiovisual equipment

**PHYSICAL AND MENTAL REQUIREMENTS**

Commitment to a professional code of ethics  
High level of integrity, diplomacy and initiative.  
Ability to work effectively with clients, caregivers, staff, volunteers and external contacts to build and maintain effective teams.  
Ability to prioritize and manage multiple priorities.  
Problem solving skills.  
Ability to work some evenings and weekends  
Ability to travel as needed to perform job duties.  
Ability to operate designated office equipment.

Equal Opportunity Employer

Resume:

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