



Position Title: Senior Wellness Coordinator

FLSA: Exempt, Full Time

Salary: \$75,000 - \$77,000 annually with full benefits

Schedule: 40 hours/week

Location: 100% in-person, on-site in San Francisco, CA

Desired Start Date: September 23, 2024

Mission: Booker T. Washington Community Service Center (BTWCSC) is one of the Bay Area's oldest Black-led, Black-serving nonprofit organizations with a century of service to San Francisco. A beacon of Black joy and self-determination, we have nurtured over five generations of Black San Franciscans. We stand embedded as an anchor institution, fostering intergenerational bonds and working in solidarity with allied communities to reform and reimagine a more inclusive San Francisco. We prioritize serving the Black community and we welcome all from cultures and ages 0-99 who walk through our door. We are one of the few urban spaces where anyone in the community can access comprehensive services, from a hot meal to childcare to academic support to senior services.

Summary: The BTW Senior Wellness Coordinator will be under the direct supervision of the BTW Senior Wellness Program Manager and the Associate Director of Community Resiliency Programs and will be responsible for providing programmatic, outreach, operational and administrative support for Booker T's program for seniors, older adults and people with disabilities. The Coordinator is responsible for the support and coordination of dynamic health and wellness programs and initiatives, including: operationalizing comprehensive, structured, on-going programming promoting culturally relevant community and wellness programs for BTWCSC senior participants and people with disabilities.

Essential Duties:

- Support and coordinate community programs that support BTWCSC's senior, older adult and disabled community members. Perform community engagement and health promotion activities for the Senior Wellness Programs,
- Support the day-to-day operations of the Senior Wellness programs. Co-implements monthly activities and programs in accordance with the needs and interests of program participants.
- Provide on-going support to the Senior Wellness Manager

- Orient and on-board new clients and volunteers.
- Compile monthly statistics and distribute to key stakeholders.
- Coordinate and administer annual client satisfaction surveys
- Attend all required meetings, training and staff development.
- Broker relationships with off-site providers bringing culturally appropriate, health and wellness programming on-site. Maintain up-to-date records and proof of professional liability insurance for all external service providers delivering services on site.
- Practice fiscally responsive activities to help maintain the Senior Wellness Program budget.
- Comply with all protective services reporting procedures.
- Prepare and distribute a calendar for senior activities and lead or coordinate group activities, field trips and workshops.
- Compile and submit monthly reports on a timely basis.
- Conduct outreach efforts in order to register and onboard new participants.
- Requisition materials and supplies needed to carry out activities.
- Conduct periodic visits to homebound persons: make referrals to center staff and partner agencies as appropriate.
- Arrange and monitor transportation and assist in transporting participants to and from activities as needed.
- Work in a team environment and encourage open communication regarding concerns/issues with program participants, program partners, and co-workers.
- Communicate with the Senior Wellness Manager and the Associate Director of Community Resiliency Programs, other Program Managers, and Liaisons and Specialists, as needed.
- Initiate and maintain positive relationships with BTWCSC staff and building partners, and other community members of key importance to the senior programs.
- Maintain new resources and relationships with outside service providers.
- Maintain accurate and up-to-date records, files, and statistics on clients being served through Wellness programs.
- Other duties as assigned.

Qualifications and Skills Required:

- A high school diploma is required. College degree is preferred.
- 1 to 2 years related experience in Human or Social Services or other responsible positions related to not-for-profit programs.
- Must have knowledge and understanding of the special needs and concerns of vulnerable communities, especially older adults, seniors and people with disabilities.
- Ability to communicate effectively and professionally with agency staff, clients, youth, and volunteers.
- Ability to execute, and participate in, if necessary, activities appropriate for the assigned age group.
- Demonstrates professionalism, emotional maturity, good moral character, and integrity.
- Does not indulge in illicit drugs, alcoholic beverages prior to or during work hours
- Driver's License preferred.
- Demonstrates ability to plan, be flexible and adaptable, work with a team, and create activities

on the spot.

- Must attain CPR/First Aid and Mandated Reporting for Elders and Dependent Adult certification.
- Must attain Food Safety/ServSafe certification.
- Excellent verbal communications skills and clear writing skills.
- Ability to work with diversity and challenge, establish and maintain working relationships with co-workers, volunteers, funding source representatives, board members, and other service providers.
- Ability to read, understand and complete various forms, documents, and reports.
- Competent using MS Office Suite Excel, and ability to learn data entry.
- Demonstrated ability to plan, organize, and manage activities that require attention to detail, good execution and follow-through.

PHYSICAL DEMANDS:

- Lift 35 pounds using proper technique
- Must have adequate vision to effectively review documents in varied formats (e.g paper and digital)
- Must have adequate hearing to respond to members and interact with the public.
- Ability to stand for up to 5 hours
- Ability to run up to 100 yards (in the case of a emergency)

PROFESSIONAL EXPECTATIONS:

The Senior Wellness Coordinator will exhibit and represent behaviors consistent with the expectations within the BTWCSC competency guidelines listed below:

- Works effectively with people of different backgrounds, abilities, opinions, and perceptions.
- Builds rapport and relates well to others.
- Makes sound judgments, and transfers learning from one situation to another.
- Embraces new approaches and discovers ideas to create a better member experience.
- Strives to meet or exceed goals and deliver a high-value experience for members.
- Pursues self-development that enhances job performance.
- Demonstrates an openness to change, and seeks opportunities in the change process.
- Demonstrates a desire to serve others and fulfill community needs.

SCHEDULE:

- Monday - Friday, 9:00 am to 6:00 pm, some nights and weekends (Additional hours may be required for program activities include but are not limited to, BTW staff events, evening and late-night duty, and staff meetings; a calendar will be provided).

BENEFITS & COMPENSATION:

BTWCSC offers a competitive compensation package with paid time off and holidays, generous health and retirement benefits, and a salary commensurate with experience. This position is full time and exempt with an annual salary range of \$75,00 to \$77,000 plus a full benefits package, including:

- 100% employer covered excellent health, dental, and vision benefits

- Paid time off, including 15 days paid vacation, plus holidays and Center seasonal breaks/closures
- Workers compensation
- Employee Assistance Program
- Monthly wellness benefit after 90 days
- Access to daily hot meals and snacks
- Commuter benefits after 90 days
- Life and disability insurance
- 401K match plan (4% company contribution, 1% employee contribution required)
- Professional development opportunities, including conferences, seminars, webinars, and trainings

BTWCSC is an Equal Opportunity Employer committed to hiring a diverse workforce. All openings will be filled based on qualifications without regard to race, color, sex, sexual orientation, gender identity, national origin, marital status, veteran status, disability, age, religion, or any other classification protected by law. According to the San Francisco Fair Chance Ordinance, we will consider employment qualified applicants with arrest and conviction records.

To Apply:

- People of color and candidates with lived experience are strongly encouraged to apply.
- **Please submit the following:**
 - Cover letter detailing your fit and qualifications for the position
 - Resume or CV
 - Minimum of 2-3 references including at least one recent supervisors
 - Application submission screening will be completed on a rolling basis
 - Applicants must pass a full background check and LiveScan

BTWCSC is an Equal Opportunity Employer.

To apply, please email Human Resources Director at Nichelle Miller at Nmiller@btwcsc.org