

Job Description
Manager of Senior Programs
United Way of Lackawanna, Wayne & Pike

General Description

The Manager of Senior Programs is responsible for the general functions of the Pennsylvania Medicare Education & Decision Insight Program (PA MEDI) as well as assist in the Retired Senior Volunteer Program (RSVP). PA MEDI is a free, unbiased counseling program designed to assist beneficiaries with Medicare. The position provides overall leadership, guidance, and direction to the PA MEDI volunteer counselors working in that Program as well as provides counseling to Medicare beneficiaries. RSVP works with individuals ages 55 and older who are looking for volunteer opportunities within Lackawanna, Luzerne and Wyoming Counties. The position will work with prospective volunteers and help identify volunteer placement as well as help with volunteer and volunteer station recruitment.

Accountability

Reports directly to the Vice President of Community Impact and the President/CEO of United Way of Lackawanna, Wayne & Pike.

Key Responsibilities

- Provides Medicare counseling to beneficiaries as needed
- Recruits, trains and schedules volunteers
- Acts as a technical assistance resource for volunteer PA MEDI Counselors
- Forms partnerships with local community organizations/agencies/providers to increase awareness about PA MEDI
- Attends mandatory PA MEDI Trainings, webinars and meetings
- Promotes and coordinates programs of publicity and outreach to include speakers, presentations, advertising, and educational awareness programs
- Maintains confidentiality at all times
- Helps the RSVP Director promote the program, identify volunteer stations, volunteer recruitments, reporting and overall general functions of the program.

Requirements

- Complete and successfully pass the training provided by Pennsylvania Dept of Aging on Medicare
- Ability to work and interact with a diverse group of individuals/volunteers
- Proven ability to work effectively in a team environment
- Demonstrate initiative as a self-starter and ability to work independently
- Excellent writing, speaking and organizational skills
- Possess knowledge of the community and services available
- Required to work nights and weekends as needed
- May be required to travel as needed

Please send Resume and Cover Letter to smiller@uwlc.net by May 3rd 2024