



### **Job Announcement**

For Information Contact

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### **Senior Support Manager**

Status: Full-time - 40 hour weekly position

Hourly Wage: \$25.00 per hr.

The Senior Support Manager is responsible for implementing, managing and maintaining the Senior Support Line using a volunteer workforce to promote the security and verify the well-being of older adults. In addition, the Senior Support Manager is the lead staff in implementing the evidence-based Healthy IDEAS program that integrates depression awareness and management into existing case management services provided to older adults. The Senior Support Manager will report to the Chief Resource Officer of the Camarillo Health Care District.

Job activities include, but not limited to:

- Ensure the Senior Support Line operates from 6 am until 11 pm, including weekends, utilizing a 1-800 rollover line.
- Ensure the Senior Support Line is staffed by a trained and skilled volunteer workforce.
- Responsible for recruitment, retention, and recognition of Support Line volunteers.
- Create and maintain relationships with Colleges, Career Centers, RSVP Programs, and faith community organizations to identify and recruit potential Support Line volunteers.
- Create and maintain relationships with mental/behavioral health care providers to facilitate cross referrals, as appropriate.
- Supervise diverse group of Support Line volunteers.
- In concert with program consultant, responsible for developing protocols for linking seniors to appropriate community resources.
- In concert with the program consultant, ensure Support Line policy, procedures, and training of volunteer workforce are implemented and maintained.
- Ensure fidelity of the Healthy IDEAS Program
- Utilizing interviewing techniques and skills, screen and assess physical, cognitive, and emotional/depressive symptoms of older adults to determine eligibility for services and programs that prevent out of home placement.
- Ensure the Support Line Volunteers use the depression screening instrument (PHQ-9) to assess depression and refer to District's Healthy IDEAS Program, as appropriate.
- Ability to build rapport of various ethnic and cultural backgrounds.
- Apply problem-solving techniques after identifying relevant and significant facts.
- Meets regularly with the District's Care Coordinators to create team responses/ solutions for at-risk older adults.
- Work cooperatively with the District's program managers to identify existing at-risk clients in need of Support Line reassurance, verification of well-being, and/or depression care management.

- Collect, manage and maintain data relative to the Senior Support Line and Health IDEAS grant from the Ventura County Area Agency on Aging.
- Develop and maintain a cooperative and inviting relationship with all Resource Center community partners.

Qualifications

Education: A Bachelor's Degree from an accredited university in a field related to human services.

**Master's Degree in Social Work, Psychology, or Gerontology preferred.**

Training and Experience:

Minimum of five years experience in employee supervision and experience in recruiting and training volunteers.

Full knowledge of Ventura County's community resources relative to older adults.

Knowledge of computer processing software: MS Word, Excel and Publisher.

Excellent written, verbal communication, and phone skills.

**Bilingual Spanish preferred.**

Requirements: Criminal record clearance required.

Must possess a valid California driver's license. The incumbent must be prepared to travel throughout the county and have reliable means of transportation and current car insurance.

Work is primarily performed in an office environment but travel may require visits to other organizations, agencies and departments. and private businesses.

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