



*Supporting Older Adults in Our Community*

### **Job Description:**

**Title:** CFL Service Navigator  
**Reports to:** CFL Director/CEO  
**Salary:** Based on experience  
**Status:** Exempt

### **About the Organization:**

Partners In Care Maryland, Inc. (PIC) is a 501c3 non-profit organization whose mission is to empower older adults to age in the community through a unique culture of service exchange. Established in 1993, PIC provides neighborly, niche services such as transportation, handyman repairs, and case management to ensure that our older neighbors continue to age in their own homes safely, independently, and with dignity.

### **About Community for Life:**

Community For Life<sup>SM</sup> (CFL) is a unique opportunity to be part of a first-in-the-nation program being evaluated by the State of Maryland to prove the effectiveness of aging-in- place services. Members receive guaranteed transportation, handyman services, and social engagement for a fee.

### **Responsibilities**

- Provide each member with proactive contact to prevent social isolation.
- Identify member needs and guide members through the project's standard package of services.
- Maintain a list of available resources within and without the organization that can fulfill the standard package of services.
- Organize schedules and manage appointments for members.
- Participate with all required Service Navigator training and meetings; may require occasional travel to offsite locations.
- Maintain volunteer backup lists with their skill set and availability.
- Partner with local leaders and businesses to promote CFL and supply additional resources.
- Host and/or present at external organization meetings/conferences to aid program development.
- Partner with other PIC/CFL staff to share best practice models and generate new ideas.
- Interact with other program coordinators, managers, and directors to ensure consistency across programs.
- Manage multiple projects and set prioritization schedules.
- Database entry, electronic & paper file management; train others as needed.
- Monitor and create reports on member involvement & participation.
- Support the operations of the site by fulfilling other duties as assigned.
- Adhere to the procedures of PIC/CFL including health, safety, and anti-discrimination policies.
- Other duties as assigned.



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## **Qualifications**

- Proven leadership skills.
- General knowledge of office equipment (computer, copier, etc.).
- Able to work both independently and in team settings.
- Attention to detail and ability to follow through.
- Knowledge of the local area and area businesses.
- Ability to speak in front of large crowds.
- Ability to work under pressure.
- Ability to maintain confidentiality.
- Compassion and empathy.
- Bachelor's degree in business, marketing, social work, or related fields is preferred.
- Previous recruiting and/or volunteering experience is preferred.

**Comments:** E.E.O.C. Excellent benefit package that includes medical, dental, life, 403(B), and more. Interested Candidates should forward a cover letter and resume to [careers@partnersincare.org](mailto:careers@partnersincare.org) with the job title in the subject line or mail to Partners In Care Maryland, Inc. at 8151-C Ritchie Hwy, Pasadena, MD 21122.