

Greater Wisconsin Agency on Aging Resources

Position Description

Position Title: Elder Abuse Hotline Coordinator

Reports to: Older Americans Act Program and Special Projects Manager

Position Status: This is a 40 hour per week, grant funded, exempt position working standard business hours Monday through Friday with some nights, weekends, and overnights possible.

Position Summary:

The Elder Abuse Hotline provides direct victim contact to educate, inform and assist individuals in receiving appropriate information and services. The hotline entails three primary services: an online resource hub, a toll-free hotline and a warm transfer to the appropriate service provider.

Essential Job Functions:

- Manage Elder Abuse hotline – includes responding to callers in a timely, professional manner, documenting consequent cases in prescribed electronic format.
- Conduct necessary research to resolve inquiries in a timely and empathetic manner, responding directly to requests for information or, provide warm transfer to another appropriate source to gain resolution
- Promote the hotline by regularly writing or selecting appropriate educational material and releasing it through various applicable statewide networks
- Continual updating of hotline website in coordination with state Department of Justice.
- Assist in compiling monthly reports of completed activities
- Other duties as assigned

Qualifications

- Bachelor's degree in social work or other related field and at least two years of paid experience working with older adults in at-risk situations
- Familiar with standard concepts, practices, and reporting procedures within Wisconsin regarding elder abuse or related topic
- Skilled with basic computer usage including: data entry; PowerPoint; Word and Excel.
- Capacity to effectively and professionally communicate by telephone
- Established strong influencing, listening and consultative skills
- Excellent verbal communication skills including correct grammatical usage, tact, diplomacy and good judgment
- Adhere to the preservation of dignity by ensuring confidentiality/privacy and respect
- Written communication skills demonstrating the ability to compose and type grammatically correct reports, cases, letters, articles, posts and other written medium as requested
- Excellent presentation skills to relate effectively to seniors, all levels of the organization and colleagues in a flexible, positive and productive manner
- Ability to perform well in an environment where duties can change daily due to changing priorities and time constraints
- Function well in high pressure situations maintaining attention to detail and accuracy
- Balance small and large scaled projects simultaneously
- Have valid driver's license and willingness to travel, if needed.