



Organization Description

Bacoa, the Barrington Area Council on Aging, is a 501 (c) (3) not-for-profit organization serving over 1,950 older adults, families, and caregivers each year.

Bacoa promotes vibrant, healthy aging through dynamic social services, "Active Aging" programs, and personalized care management that meets our clients' needs, wants, and abilities, enabling them to age as safely and independently as possible.

Our staff empowers and advocates for older adults by providing enriching classes, support groups, and life-centered activities. We are leaders in creating a welcoming, accessible Barrington Area community for all, hosting educational events on age-specific issues and heading community-wide initiatives like our Dementia Friendly Barrington Area Initiative, which reduces the stigma of dementia and provides our community with a network of dementia resources.

Bacoa's wraparound approach gives our clients access to multiple services. For example, a client facing food insecurity will not only be signed up to receive Bacoa's Meals with Wheels program, but they will also be assessed for transportation, Medicare/Medicaid enrollment, utility assistance, dementia care, social isolation, and in-depth care management needs, ensuring we are caring for those in our community in need of our support. Most of Bacoa's services are free or provided on a sliding-fee scale. We do not deny services because of an inability to pay.

Our services include:

- **A day program for older adults with mild cognitive issues**
- **Care Management of a variety of service needs**
- **Information on housing options or in-home care services**
- **Meals-with-Wheels**
- **Lunch and Activity Program**
- **Enrollment in Medicare and Medicaid**
- **Counseling on insurance, benefits and Medicare Part D**
- **Support and education groups for older adults and caregivers**
- **Additional programs for active older adults**

Client Care Receptionist

Scope of Position:

Manage Bacoa's office administration including financial and donor records; oversee Bacoa's Meals with Wheels program; supervise volunteer program, including reference and background checks; perform minor accounting and bookkeeping duties; provide simple information and referral; provide support to the Executive Director and other agency staff as required.

Principal Responsibilities:

- Answer incoming calls, greet guests and assist Social Services Coordinators by providing simple information and referral
- Maintain and organize agency financial records; check processing, deposits and invoicing
- Track office supplies usage, manage necessary inventories
- Schedule appointments as needed
- Assure donor acknowledgement letters are prepared and mailed on a timely basis
- Support Executive Director and other staff in operating various software packages used to track clients, donors and other development related data i.e. My Senior Center, Network for Good/Bonterra
- Manage Bacoa's Meals with Wheels program: includes scheduling and ordering of meals along with billing and payment
- Oversee Volunteer program including background and reference checks

Skills and Abilities Required:

- Strong professional and interpersonal skills to represent Bacoa with grantors, donors, vendors, service providers, volunteers and families
- Familiarity with accounting procedures; position works with outside accountant on a regular basis
- Strong attention to detail and ability to focus in a busy setting
- Ability to write simple documents in a clear, grammatical manner
- Capable of working independently with ability to problem solve
- Assume responsibility for maintenance of office equipment, including computers, phones and copiers
- Capacity to work effectively with diverse personalities

Qualifications:

Required:

- Previous experience as an Administrative Assistant or Office Manager
- Excellent computer skills
- Proficiency in Microsoft Office Suite
- Well-organized and detail oriented with good verbal and written skills

Desired:

- Database and network management experience
- Previous experience in providing social services, or working with a non-profit agency

This position is full-time. \$20/hour for the first 60 days; after successful completion of 60 days, moves to \$44,000 salary.

No health benefits are offered. Twelve paid holidays and vacation time available.

For more information or to apply, contact Bacoa Executive Director Terri Channer at tchanner@bacoa.org or directly at 847-881-0471.