Job Title: Client Wellness Coordinator (Intern/Unpaid)
Reports To: Director of Operations and/or Health & Wellness Coordinator

Position Summary

The Client Wellness Coordinator (Intern) will play a key role in helping manage quarterly client assessments, ensuring clients in the program receive consistent follow-up and support. By conducting home visits and phone check-ins, and maintaining accurate records, the intern will directly contribute to program compliance, quality of service, and the well-being of clients. Additional responsibilities will include supporting intake, data entry, and documentation needed for the smooth operation of the program.

Key Responsibilities and Tasks

- Conduct comprehensive assigned quarterly assessments for identified clients (at least two home visits and two telephone check-ins per year are required per client), assessing satisfaction, health, nutrition, and other relevant metrics.
- Conduct weekly telephone reassurance check-ins with assigned clients (using the program script), document responses and any concerns in the client file.
- As needed, escalate issues or concerns about a client's well-being to the Health and Wellness Coordinator.
- Ensure confidentiality and compliance with relevant regulations and program guidelines.
- Assist with general administrative tasks as needed for proper operation of the program (e.g. reporting, data audits, filing, tracking systems, etc.)
- As needed, conduct client eligibility screening using the universal intake form and enroll clients in the GetCare database, ensuring all required data and documentation are collected.
- Ability to successfully complete a background check and sign confidentiality agreements/waivers in compliance with program standards.

Qualifications

- Currently enrolled in or completed coursework/credits in Health Sciences, Gerontology, Social Services, Human Services, or related field.
- Strong verbal and written communication skills in a variety of settings (over phone, in person, via email communications), with the ability to practice active listening and ask thoughtful follow-up questions.
- Demonstrated empathy and patience when working with seniors, people with disabilities, and diverse communities.
- Ability to regulate one's own emotions and respond with compassionate communication in sensitive situations.
- Adaptability in responding to client needs during home visits, phone check-ins, or intake sessions.
- Cultural sensitivity and respect for the lived experiences of clients from different backgrounds.
- Resourceful, get-it-done attitude; initiative to assist in any area or process; problem solving, seeking answers independently and enthusiastically; flexibility to persist until goals are achieved.
- Proven attention to detail with advanced organizational and time management skills.
- Ability to make home visits (reliable transportation, knowledge of safety).
- Basic tech skills: working with databases, basic Microsoft tools, using email and scheduling tools.

Preferred Attributes

- Prior volunteer or internship experience in the elderly services / nutrition programs.
- Bilingual skills (if many clients speak another language).
- Understanding of regulatory / privacy issues (e.g. HIPAA or similar).

Time Commitment

This internship is designed to be flexible and scalable to align with the student's degree program or academic credit requirements. The optimal range is approximately 8–15 hours per week, totaling 120–225 hours per semester, with final scheduling to be determined in coordination with the student and their academic advisor.

Most work should be completed Monday through Friday during general business hours, to ensure access to program staff and timely client communication. The position will be **primarily remote** following initial training, though office space and on-site work hours can be made available if preferred or required.