

**American Parkinson Disease Association
National Headquarters
Position Description**

Position Title: Director, Web Education and Information and Referral Operations

Reports To: Vice President, Programs and Services

Purpose:

Lead efforts to develop a national comprehensive phone and on-line Information and Referral program for Parkinson's disease patients and family members. Coordinate with APDA Chapters and Information and Referral centers to create efficiencies in supporting patients' search for information. Oversee and develop web based educational programs including webinars, on-line publications and web based communities and support programs. Build a national Information and Referral data base with field based community outreach and coordination of grassroots activities and volunteer development. Staff the phone lines and screen calls to the APDA 800# and provides accurate information, education, support and referrals. This position is based in our national headquarters in Staten Island, NY.

Major Responsibilities:

- Create a national data base on Parkinson's disease that identifies and provides information and referral on local resources and clinical information.
- Formulate the development, maintenance and updating of databases.
- Work with chapters and I and R Centers to standardize responses and provide up to date and effective referrals to callers.
- Determine with APDA field staff the appropriate community services and options for problem resolution for Parkinson's patients and family/friends.
- Oversee the development of web programming including identifying topics and speakers for webinars, working closely with web vendor to implement programs and identifying gaps in on-line publications,
- Develop an APDA I and R manual and create training for field to implement manual policies.
- Reliably staff the Information and Referral Helpline as scheduled and during declared emergencies.
- Develop and implement surveys to collect data on services provided in the field including support groups, exercise programs and education programs. Analyze data and make recommendations for future program development.
- Support the activities of the Young Onset website and telephone line; Rehabilitation Center and the VA Resources and Smart Patients website and programs.

Position Requirements:

- BA in Human Services, Counseling, Social Work or related field. Masters preferred.
- Minimum of five years' experience in the human service or customer service field. Data base development a plus.
- Strong verbal communication and interpersonal skills.
- Knowledge of on-line education and programming.
- Strong database platform and computer skills including keyboarding, mouse and database search skills
- Prior experience staffing a similar information and referral phone service.
- Ability to multi-task: work simultaneously on several projects and respond to multiple regions in a timely manner.
- Spanish bi-lingual a plus.
- Strong health care knowledge base, particularly in neurological diseases.
- Ability to travel 5-10% of work time.

TO APPLY, SEND COVER LETTER, RESUME, AND REFERENCES TO:

jobs@apdaparkinson.org