Mid-Carolina Regional Council
6205 Raeford Road
Fayetteville, NC 20304

MID-CAROLINA REGIONAL COUNCIL
Creative Regional Solutions

HOME SERVICES COORDINATOR

The Position

The Home Services Coordinator is responsible for the management of Home Services Programs with the Mid-Carolina Area Agency on Aging. Home Services Programs include 1) Consumer/Veteran Directed Services and 2) In-Home Aide Services. Consumer/Veteran Directed Services empower clients to be informed consumers, with maximum choice and control over purchasing goods and services that meet their unique, self-defined needs so that they can remain in their own homes. In-Home Aide Services are those paraprofessional services that assist the individual, their family, or both with essential home management tasks, personal care tasks, or supervision, or all the above, to enable the individual, their family, or both to remain and function effectively at home as long as possible.

Duties & Tasks

- Screen individuals for service eligibility.
- Complete comprehensive assessment/reassessment of the physical, emotional, psychosocial, and environmental needs of the client.
- Assist and advise clients in completing enrollment forms, care plan, backup plan, program budget, securing a representative if needed, and other necessary program forms.
- Refer clients to appropriate contracted agency for CDS/VDS or In-Home Aide Services and maintain waiting list.
- Obtain subcontractors and maintain annual contracts to support payroll and related services.
- Monitor subcontractors to ensure compliance with program standards and/or policy and procedures.
- Monitor clients by conducting home visits and telephone contact as required by policy and procedures for the program to ensure continuity of service, quality of care, and eligibility.
- Provide adequate follow-up, including home visits and telephone contact to see how clients are progressing.
- Review time sheets for accuracy and record units of service for billing purposes.
- Marketing programs, which may include development and distribution of brochures/flyers, group presentations, public service announcements, newsletter articles, etc.
- Prepare, review, and maintain client records accurately according to Services Standards/Policies and Procedures.
- Provide advocacy, education, information, and referral to clients and the public as requested.
- Maintain confidentiality when interacting with clients, families, personnel, and the public.
- Participates in continuing education and other pertinent and appropriate learning experiences to maintain and increase personal and professional growth.
- Participates in departmental process improvement initiatives, works on special projects as needed, and attends departmental meetings.

Education & Experience

Preferred Qualifications

Graduation from a four-year college or university with a degree in social work, human services, counseling, or a related field and two years' experience working with older adult populations. Applicant must possess a valid North Carolina driver's license.

Knowledge & Skills

- Thorough knowledge of the principles and practices of Consumer/Veteran Directed Services to include eligibility, enrollment processes, standard program requirements, and documentation.
- Thorough knowledge of the principles and practices of In-Home Aide Services to include eligibility, service provision, quality assurance, documentation, and monitoring.
- Knowledge of Medicare, Medicare supplements, Medicare claims processing, Medicare Advantage, Medicare prescription drug plans, and long-term care insurance.
- Ability to handle and prioritize multiple work tasks and responsibilities while exercising sound and independent judgment within the context of the agency's guidelines.
- Knowledge of regional resources and advocacy skills to ensure attainment of appropriate services.
- Knowledge of reporting methods for abuse or neglect.
- Ability to maintain positive relationships with clients, staff, subcontractors, and community agencies.
- Ability to use proactive customer service skills in handling complex and demanding situations.
- Operation of standard office equipment, including computer software.
- Ability to bend, lift, and carry objects of varying sizes weighing up to ten pounds.

Compensation & Benefits

Hiring Salary: $44,500 – 48,000

Medical, Dental, and Vision Coverage: 100% for employee

Basic life insurance and AD&D

Voluntary life insurance

NC Local Governmental Employees' Retirement System

Vacation leave: Based on years of service, starting at 11.33 hours/month

Sick leave: 8 hours a month

Paid Holidays

Flexible Schedule

Hybrid work environment

Longevity Pay

To Apply

Individuals interested in this position are required to submit both a cover letter and a résumé.

Please submit your application materials no later than **November 24, 2026,** by emailing the information to Tracy Honeycutt, MCRC Aging Services Director, at thoneycutt@mccog.org with the subject line "Home Services Coordinator."

If you have questions regarding this announcement, please call Tracy Honeycutt at 910-323-4191 ext. 27.

The position will remain open until filled; however, the screening process will move quickly.

MCRC is an equal opportunity employer and is strongly committed to enhancing the diversity of its workforce.

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Mid-Carolina Regional Council is a voluntary coalition of local governments and functions as a multi-county planning, development, and human services organization. The Council provides technical assistance to our local governments and administers programs that benefit our region's citizens. The Council's mission is to provide creative regional solutions to relevant and emerging issues in Cumberland, Harnett, and Sampson Counties. North Carolina provides a standard of excellence in the delivery of federal, state, and regional services for our communities.