



Center for Advocacy for the  
Rights and Interests of Elders

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**Job Description:  
Advocate**

**Background:**

CARIE is a nonprofit organization, founded in 1977 and based in Philadelphia, dedicated to improving the quality of life for vulnerable older adults. CARIE is recognized throughout the region and the country as a resource for a wide range of people and institutions seeking to resolve elder care issues. CARIE currently employs 30 staff with an annual budget of about \$3,000,000.

**Values Statement:**

Diversity, equity, and inclusion are our core values. We appreciate ideas that come from a diverse work environment and are committed to bringing diversity of thought, experience, and expertise into all aspects of our work. We promote a culture of accepting, respecting, and valuing differences that include attributes such as age, race, gender, ethnicity, language, family circumstance, and cultural background. All candidates that meet the requirements for this position are encouraged to apply.

**Position:**

Under contract with Philadelphia Corporation for the Aging (PCA), CARIE administers the Transportation Service Advocacy Program (T-SAP) and provides support and advocacy for older adult public transit riders in Philadelphia. The Advocate will work in the CARIE LINE, a program providing individual education and advocacy to older adults and those who care for them. This full-time position involves contact with older adults, their families, and caregivers, with a focus on issues related to transportation. Public speaking, outreach activities, and resource development are among the tasks involved with this position. This position reports to the CARIE LINE Supervisor.

**Duties and Responsibilities:**

**Direct Service:**

- Investigate and resolve transportation related complaints and concerns of older adults, their families, professionals working with them, and others who are involved with caring for their well-being
- Intervene with SEPTA CCT Connect management, staff, and subcontractors on behalf of older adult riders
- Educate callers about transportation services available to older adults, particularly about navigating the SEPTA Shared-Ride Program system

- Prepare monthly reports regarding transportation complaints
- Help older adults resolve problems on a wide range of topics, including health insurance coverage, long term care, housing, and other eldercare issues through telephone-based education, information, and advocacy.
- Provide Medicare and other health insurance counseling as a credentialed PA Medicare Education and Decision Insight (MEDI) counselor
- Help update and maintain CARIE's resource files
- Record consumer interactions into databases and help collect information needed to complete outcomes measurement
- Work with CARIE staff to identify issues and opportunities for systemic advocacy on behalf of older adults
- Help identify potential community resources and develop those relationships

**Education/Training:**

- Present seminars and workshops for older adults, caregivers, and professionals
- Help develop educational brochures, public service announcements, and other materials
- Schedule, publicize, and facilitate town hall meetings in Philadelphia County for non-sponsored SEPTA riders to voice feedback regarding SEPTA and SEPTA CCT Shared-Ride Program

**Educational Requirements:**

Minimum of a bachelor's degree in Social Work or a related field. A master's degree in Social Work or a related field is preferred. Professional experience with aging and transportation services a plus.

**Experience/Skill Requirements:**

- Experience in and/or knowledge of aging policy, resources for older persons and their caregivers, and transportation systems
- Experience in negotiating or resolving problems
- Excellent verbal and written communication skills
- Public speaking and/or training expertise
- Experience in coordinating meetings or trainings

**Required Screening:**

- Criminal background check
- Professional references
- Must be free of conflict of interest
- Proof of full COVID-19 vaccination

**Physical and Mental Demands:**

Must work well under pressure and be creative and analytical. Will be expected to operate office equipment including but not limited to: computer, telephone, fax, and copier. Will be expected to move freely around the office and sit or stand at a desk and telephone for long periods of time. Will be expected to communicate in person and over the telephone, with individuals and groups. This position may require occasional work outside of normal office hours and includes travel locally in Philadelphia County.

**Salary:**

Salary range of \$40,000-45,000, commensurate with education and experience. Excellent benefits.

Please email cover letter and resume to:

Christopher Templeton

Administrative Manager

1650 Arch Street, Suite 1825

Philadelphia, PA 19103

[templeton@carie.org](mailto:templeton@carie.org)

No calls please.

CARIE is an Equal Opportunity Employer.



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