

South Hadley, Massachusetts

Position Title: Social Service Coordinator

Statement of Duties

Administrative, technical and professional work planning, coordinating and implementing social services for elders and their families in the community. Performs all other related duties as required.

Supervision

Works under the general supervision of the Council on Aging Director; the employee is familiar with the work routine and uses initiative in carrying out recurring assignments independently with specific instruction. Performs varied and responsible duties requiring independent judgment in ensuring conformance with applicable departmental policies.

Employee as a regular and continuing part of the job, leads other part-time and seasonal workers in accomplishing assigned work and also performs non-supervisory work that is usually of the same kind and level as is done by the group led. Provides supervision of approximately thirty (30) volunteers who assist department staff in the provision of services and various activities.

Employee has access to client confidential information such as client files during the execution of regular position responsibilities.

Job Environment

Work is performed under typical office conditions as well as in the homes of elderly program participants; may be required to attend meetings with various town boards, committees and private organizations.

Operates personal computer and general office equipment, such as a calculator, copier, facsimile machine, and telephone.

Makes constant contact with prospective clients of all ages for the purpose of giving information, providing assistance, and making referrals to other agencies when necessary.

In the normal carrying out of duties and responsibilities, employee has access to confidential client information.

Attends regional and state professional meetings and conferences.

Errors could result in confusion and delay to the provision of service, adverse public relations, legal and/or financial repercussions to the town.

Willingness to work beyond a normal work week when advocating for an elder due to necessary interaction with families living at a distance or conflicting work scheduled.

Essential Functions

The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

Meets with elders on a regular basis often in home settings to define client needs and to facilitate access to services to meet those needs. Provide programmatic information and direction to assist and encourage clients in their participation in department activities and events.

Works with families to ensure well being, independence and autonomy.

Participates in the development and administration of department and town policies to ensure that proper support services are provided and that client problems are resolved wherever possible within legal boundaries.

Receives and responds to requests for information; refers individuals to other agencies for services.

Coordinates, administers and supervises grant programs; ensures that service contracts are properly executed and records are maintained in a detailed and accurate manner as well as reports submitted on a timely basis.

Prepares written reports and maintains client records of services, and actions taken.

Maintains detailed and accurate client information referral files.

Assists in maintaining support for food and clothing donations for distribution to impoverished elders.

Participates in the publishing of the department's monthly newsletter.

Serves as liaison and advocate for the elderly and related support services.

Participates in the development and administration of department and town-wide elderly service policies and programs.

Assists clients with applications for state-supported income assistance programs and essential follow-up from appeals.

Advocates and assist clients with various needs and insures beneficial outcome.

Acts as an intake and referral resource.

Recommended Minimum Qualifications

Education and Experience

Associates Degree in human services field, preferably social work with a concentration on the elderly desirable; three (3) years of work experience in gerontology, home care or a related public assistance, or social service agency; or any equivalent combination of education and/or work experience.

Special Requirements

Valid Drivers License
CORI Certification

Knowledge, Ability and Skill

Knowledge: Knowledge of current counseling, evaluation, social, economic, health problems, and laws and regulations under which elderly home care and other support service programs are administered including applicable state and federal agencies with an emphasis on service to the elderly.

Ability: Ability to listen, observe, and interact in a positive and effective manner with people at all levels of society, particularly the elderly. Ability to communicate in a clear and concise manner without being judgmental. Ability to interact with adults and youth, and ability to manage multiple tasks in a prompt and efficient manner. Ability to receive, understand, and execute oral, and written instructions. Ability to maintain detailed accurate records, and to prepare written and oral reports. Ability to maintain confidentiality of clients, and their families. Ability to take initiative in providing services. Ability to be persuasive when required in a tactful manner.

Skill: Knowledge and demonstrated usage of personal computers, particularly word processing and spreadsheet applications. Excellent public and customer relation skills and sensitivity to individual client issues. Ability to manage multiple tasks in an effective manner. Familiarity with local supportive elder agencies and town departments.

Physical and Mental Requirements

Minimal physical effort generally required in performing duties often under typical office conditions. Position requires the ability to operate a keyboard and standard office equipment at efficient speed. The employee is seldom required to lift more than 10 pounds. Normal vision requirements.

STARTING SALARY \$35,000 WITH BENEFITS, EXEMPT POSITION REQUIRING FLEXIBILITY AND SUCCESSFUL CORI CHECK. RESUMES AND COMPLETED JOB APPLICATIONS SHOULD BE MAILED TO: JENNIFER WOLOWICZ, INTERIM TOWN ADMINISTRATOR, 116 MAIN STREET, SUITE 109, SOUTH HADLEY, MA 01075.