

Position: Client Services Coordinator	AFSCME Union
Department/Site: Senior Center	FLSA: Non-Exempt
Evaluated by: Senior Center Supervisor	Salary Grade: 31

### **Summary**

Plans, organizes, and implements social service programs for senior clients. Provides assistance and advocacy in problem solving, information, referral and connection to services and resources. Assesses the needs of senior citizens. Provides technical support in interpreting legislation and processes affecting senior citizens.

### **Distinguishing Career Features**

The Client Services Coordinator is a specialized position within the recreation career path. Advancement to this position requires the ability to serve in an advocacy or ombudsman role for a targeted population, plan and implement outreach programs, counsel and provide substantive referral services. Advancement from this position to higher levels within the recreation area would be based on need and through promotion.

### **Essential Duties and Responsibilities**

- Provides problem-solving and referral assistance to clients in office and on phone on matters such as but not limited to, social security, medicare, medicaid, tax preparation, transportation, housing, legal referral, and consumer fraud.
- Serves as liaison between senior programs and those offered by other agencies on matters of joint concern.
- Counsels families with senior members, also conducting workshops and otherwise providing information on available services.
- Performs in-home assessment of seniors. Ensures safe living environments. Determines, assesses eligibility for, and recommends appropriate services to ensure continued independent living.
- Recommend and assist in the implementation of goals and objectives. Establishes schedules and methods for providing client services; implement policies and procedures.
- Document all client contact. Keeps written records of observations and recommendations. Prepares case plans of services needed and documents follow-up.
- Assists clients with completing applications for services such as, but not limited to, energy assistance, meals-on-wheels, and housing.
- Maintains up-to-date knowledge of regulations on senior issues. Coordinates and networks with other agencies and service providers for integrated approaches to senior advocacy. Attends meetings and conferences to update skills and information.

- Participates in the selection and supervision of volunteer staff including Senior Companions and Friendly Visitors. Provides and/or coordinates volunteer training.
- Assists senior citizens in completing applications for assistive devices such as LIFT riders.
- Prepares a variety of reports including those for services that are eligible for Medicaid reimbursement.
- Performs other duties as assigned that support the overall objective of the position.

## **Qualifications**

- **Knowledge and Skills**

The position requires specialized knowledge of the field of geriatrics, long term care, Medicaid, and associated social services. Requires knowledge of the laws, programs, and services available to senior citizens. Requires knowledge of and skill at needs assessment and counseling. Requires working knowledge of setting up and implementing organized outreach programs for targeted populations. Requires working knowledge of social, cultural, and recreational programs suitable for senior citizens. Requires a working knowledge of personal computers sufficient to access and use common desktop productivity software and specialized databases. Requires sufficient English skill to prepare promotional literature, newsletters, and professional correspondence. Requires well-developed human relation skills to counsel and exhibit sensitivity to senior citizens, conduct in-service type workshops, and serve in an advocacy role.

- **Abilities**

Requires the ability to carry out the functions of the position. Requires the ability to counsel senior citizens and maintain objectivity and impartiality in mediating and resolving problems. Requires the ability to make appropriate referrals. Requires the ability to conduct needs assessments through surveys, interviews, and site visits. Requires the ability to plan, organize, and implement outreach programs that optimize participation, including those activities involving volunteers. Requires the ability to interpret and apply legislation. Requires the ability to work cooperatively with senior citizens. Requires the ability to work as contributing member of a team, work productively and cooperatively with other teams and external customers, and convey a positive image of the City and its services.

- **Physical Abilities**

Incumbent must be able to function indoors in an office, private home, and/or outdoor park environment engaged in work primarily of a sedentary to moderately active nature. Requires hearing and speech ability for ordinary conversation and to project voice to a small group. Requires sufficient manual and/or finger dexterity to type/keyboard and otherwise operate microcomputers and other office equipment. Requires ambulatory ability to sit, walk, to move about office and city environs, and to lift and carry lightweight materials on an infrequent basis.

- **Education and Experience**

The position typically requires a Bachelor's degree in social services, gerontology, leisure services, recreation, psychology or related field along with two years of experience in a recreation or social services setting.

- **Licenses and Certificates**

Requires a valid driver's license.

- **Working Conditions**

Work is performed indoors and outdoors where minimal safety considerations exist.

*This job/class description, describes the general nature of the work performed, representative duties as well as the typical qualifications needed for acceptable performance. It is not intended to be a complete list of all responsibilities, duties, work steps, and skills required of the job.*