

**Position Purpose:**

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

**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.)*

- Determines needs of clients. Provides counseling and directs clients and/or caregivers to resources and services in the community based on needs. Follows up to ensure needs are met and continues interaction with client.
- Communicates and coordinates with other professionals to set up services and follow-up case management.
- Assists clients with filling out applications and required documentation for assistance programs (e.g., food stamps, heating, housing).
- Conducts home and/or office visits independently to assist elders in assessing their needs and to facilitate access to services.
- Differentiates between basic client needs and those of a more serious nature and triages services accordingly. Responds to crisis, coordinates with local agencies and safety departments as needed.
- Provides outreach to seniors at risk or with family members regarding senior needs.
- Documents interactions with seniors in MYSENIORCENTER program for later reference and statistical data.
- Performs home visits to check on status and offer reassurance as well as follow-up.
- Conducts searches for finding clients that are most vulnerable residents and connects with resources.
- Trains and supervises volunteers for Friendly Visitor Program, Outreach, and Intergenerational programs, recognizing that some of these volunteers are conducting home visits with most vulnerable older adults.
- Performs similar or related work as required, directed or as situation dictates.

**Recommended Minimum Qualifications:****Education, Training and Experience:**

Associate's or Bachelor's degree in social/human services, gerontology, or a related field; two years working with seniors dealing with case management in a human services program; or an equivalent combination of education and/or work experience. Possession of a valid motor vehicle operator's license. CPR and First Aid Certification. CORI check required.

**Knowledge, Ability and Skill:**

*Knowledge:* Complete knowledge of the issues surrounding the elderly/aging process. Thorough knowledge of the needs and concerns of the elderly. Knowledge of proper physical guidance and support techniques. 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. Knowledge of computer operations.

*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 deal tactfully, patiently, and appropriately with elderly clients. Ability to maintain and respect the confidentiality of elderly clients. Ability to remain calm, concentrate and perform all responsibilities in a competent manner at all times. Ability to manage multiple tasks in a prompt and efficient manner. Ability to react quickly and calmly in urgent situations. Ability to work independently.

*Skill:* Excellent customer service and public relations skills. Proficient skills in operating personal computers. Excellent assessment and problem-solving skills; effective verbal and written communication skills.

**Physical Requirements:**

*The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Regularly required to walk, stand, sit, talk, and hear; operate objects, tools, or controls; pick up paper, files, and other common office objects. Ability to view computer screens and work with details for extended periods of time. Must be able to communicate written and verbally. Vision and hearing at or correctable to normal ranges.

**Supervision:**

*Supervision Scope:* The work consists of a variety of duties which generally follow standardized practices, procedures, regulations, or guidelines. The sequence of work and/or the procedures followed vary according to the nature of the transaction and/or the information involved, or sought, in a particular situation. Issues are referred to the Supervisor.

*Supervision Received:* Work is performed under the direction of the Senior Center Director.

*Supervision Given:* Supervises volunteers.

**Job Environment:**

- Work is performed in an office setting as well as in the community (client's homes, short-term/long-term care facilities). The noise level is moderate. Home visits require continuous traveling and exposure to various weather conditions.
- Operates an automobile, computer, telephone, facsimile machine, copier, calculator, and other standard office equipment.
- Employee has frequent contact with the general public, older adult clients and families, town departments, HHS agencies, MASS Health, Shine/health insurance providers, long term care facilities and home health agencies. Contacts are in person, by telephone, and by email and involve an information exchange dialogue.
- Has access to an extensive amount of confidential/personal information about elderly clients and their families.
- Errors could result in adverse public relations, delays in service and possible monetary loss.

*(This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.)*

