

## **SENIORS SERVICES COORDINATOR**

### **Job Summary:**

Under general supervision of the Human Services Manager, performs, organizes, and implements a variety of specialized social service programs for senior citizens.

### **Essential Duties and Responsibilities:**

(These functions are representative and may not be present in all positions in the class. Management reserves the right to add, modify, change, or rescind related duties and work assignments.)

1. Organizes, performs, and implements specialized social service programs including, but not limited to, the Volunteer Tax Assistance Program, Golden State/Discount Program, Operation Carrier Alert, Handyman/Homemaker Registry, and others.
2. Compiles, evaluates, and disseminates current information and literature regarding city, federal, and state programs, benefits, services, and requirements.
3. Provides in-depth information, assistance, counseling, referrals, and follow-up services regarding government benefits and resources; assists applicants in completing required forms.
4. Establishes communication links with social service organizations and government agencies including, but not limited to, Department of Public Social Services and Social Security.
5. Assists in budget preparation and monitors budget expenditures.
6. Collects fees, prepares financial recordkeeping forms, and remits monies collected to the Treasurer's Office pursuant to City policy and procedures.
7. Develops and implements referral procedures.
8. Maintains accurate records, files, and reports regarding services rendered and program participation; prepares a variety of reports as required.
9. Organizes and coordinates the efforts of assigned staff and volunteers involved in various programs.
10. Maintains resource manuals and files related to social service agencies.
11. Receives referrals from other agencies.
12. Assesses problems and provides information, assistance, or counseling.
13. Performs related duties as required.

### **Qualification Guidelines:**

A typical way to obtain the requisite qualifications to perform the duties of this class is as follows:

### **Education and/or Experience:**

Associate's degree in human services, social welfare, or related field and two (2) years of full-time, paid experience with a human services agency working with senior citizens. Experience and/or education in a related field may be substituted on a year for year basis.

### **Knowledge of:**

- Information and referral systems.
- Senior citizen's benefits and services provided by city, state, and federal agencies.
- Community resources and local social service organizations.

- Basic budgeting practices and procedures.
- Interviewing techniques.
- Government entitlement programs.
- Training and supervision principles.
- Programs' goals and objectives.
- Program organization and development techniques.
- City organization, operations, policies, and objectives.
- Basic purchasing practices.
- Applicable laws, codes, regulations, policies, and procedures.
- Community resources, needs, and limitations of senior citizens attracted to program.
- Program operations, policies, rules, and regulations.
- Interpersonal skills, using tact, patience, and courtesy.
- General record keeping practices.
- Cash payment receipt procedures.

**Skill and/or Ability to:**

- Maintain current knowledge of programs, services, and benefits for senior citizens.
- Establish communication links and referral procedures with other agencies.
- Establish and maintain effective working relationships with others.
- Read, interpret, apply, and explain rules, regulations, policies, and procedures.
- Identify and analyze problems and take effective corrective action.
- Effectively communicate orally and in writing.
- Maintain accurate records and prepare clear and concise reports.
- Train and provide guidance to assigned staff and volunteers.
- Operate computers and related software.
- Apply first aid and CPR.

**License and Certificates:**

Possession of valid California Class C driver's license. Employee in this classification will be enrolled in the Department of Motor Vehicles (DMV) Government Employer Pull Notice Program, which confirms possession of a valid driver's license and reflects driving record. Possession of valid Red Cross standard certificates in First Aid and CPR.

**Physical Requirements and Working Conditions:**

Employee accommodations for physical or mental disabilities will be considered on a case-by-case basis. Positions in this class normally:

- Require vision (which may be corrected) to read small print.
- Perform lifting, pushing, and/or pulling which does not exceed 50 pounds and is an infrequent aspect of the job.
- Require mobility of arms to reach and dexterity of hands to grasp and manipulate small objects.
- Is subject to inside and outside environmental conditions.
- May be required to use City and/or personal vehicle in the course of employment.
- May be required to attend periodic evening meetings and/or travel within and out of City boundaries.