



## **Job Description**

Position: Client Services Coordinator  
Primary Location: Senior Center  
Employment Status: Part-time, Hourly, Non-Exempt  
Reports To: Senior Center Director  
Description Updated On: September 22, 2021

### **Summary/Objective**

The Client Services Coordinator is responsible for the planning, coordinating and provision of social services to elders and their families. The employee is required to perform all similar or related duties.

### **Essential Functions**

- Initiates contact and meets with elders to provide programmatic information and to encourage their participation in department activities and events.
- Assess and facilitate connections to support services and programs for elders who may be unserved or underserved.
- Conducts home and/or office visits independently to assist elders and their families to assess their needs and facilitate access to programs and services; maintains confidential client files
- Assists clients in applying for financial support, i.e. fuel assistance, food stamps, Mass Health, and tax exemptions.
- Maintains regular contact with elder service agencies and networks to coordinate client care.
- Monitors changes in elder's situation and provides follow up assistance including the notification of authorities as necessary.
- Documents identified client needs and status and maintains detailed and accurate client record files.
- Coordinates and implements an intergenerational program between elementary school children and seniors.
- Attends relevant seminars and training programs to maintain knowledge of elder service programs and support service delivery systems.

### **Required Qualifications, Education, and Experience**

Bachelor's degree in Social Work and licensed social worker designation preferred; minimum of three (3) years related work experience, preferably with the elderly population; or any equivalent combination of education, training, and experience which provides the required knowledge, skills, and abilities to perform the essential functions of the job.

CORI certification is required as a condition of employment.

### **Preferred Qualifications, Education, and Experience**

First Aid and CPR Certification is preferred within thirty (30) days of appointment; valid driver's license also preferred as well as fluency in English, Spanish, and Portuguese languages.

## **Knowledge, Skills & Abilities**

- Considerable knowledge of elder service support services, bilingual services, programs, and delivery systems as well as applicable state and federal laws and regulations. Working knowledge of technology including office software applications and the Internet in support of department operations.
- Proficient customer service skills and sensitivity to senior issues. Proficient oral and written communication skills. Proficient data processing skills.
- Ability to interact in a positive and effective manner with people at all levels of society, particularly the elderly; ability to communicate orally in a clear, and concise manner; ability to maintain detailed and accurate records and to manage multiple tasks in a detailed and timely manner. Ability to listen, observe and make needs assessments regarding client needs and related services. Ability to work with confidential information.

## **Physical and Mental Job Requirements**

- Mental requirements:
  - Understand and apply routine verbal and/or written instructions
  - Understand and apply non-routine verbal and/or written instructions
  - Organize actions to complete sequential and/or routine tasks
  - Organize and prioritize individual work schedule to manage multiple tasks and/or projects
  - Make decisions that have an impact on the individual's work
  - Communicate and exchange routine/basic information
  - Communicate and explain a variety of information
  - Memorization/concentration
  - Learning/knowledge retention
  - Emotional/behavioral self- regulation
  - Interacting with others

## **Work Environment**

- The functions of this role are conducted in an office environment.

## **Hours of Work**

- This role is paid on an hourly basis.
- Typically, part-time hourly employees work 19 or fewer hours during a Monday through Friday workweek.

## **AAP/EEO Statement**

The Town of Milford is committed to a firm policy in favor of equal employment opportunity and will abide by all applicable state and federal regulations by not discriminating against any applicant or employee on the basis of race, religion, color, creed, sex, age, national origin, citizenship status, marital status, sexual orientation, gender identity and expression, disability or veteran status. Our commitment to equal employment opportunities shall include employment, upgrading, promotion, demotion, transfer, leaves or other absences from work, layoff, compensation and benefits, selection for training or other education, professional opportunities, and conflict resolution.

It is also the policy of the Town of Milford to take affirmative action to employ and to advance in employment, all persons regardless of their status as women, minorities or individuals with disabilities or protected veterans, and to base all employment decisions only on valid job requirements.

Please inform us of any necessary accommodations required during the application process and/or at any time during employment.

**Other Duties**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

**Signatures**

Employee signature below constitutes employee's understanding of the requirements, essential functions, and duties of the position.

Employee\_\_\_\_\_ Date\_\_\_\_\_

Hiring Manager\_\_\_\_\_ Date\_\_\_\_\_