

# OSCEOLA COUNTY COMMISSION ON AGING JOB DESCRIPTION

## SOCIAL SERVICES COORDINATOR

**Supervised By:** COA Director

**Supervises:** N/A

**Position Summary:** Under the supervision of the Commission on Aging Director, the Social Services Coordinator assists seniors with medical assistance programs, performs guardianship reviews for the Osceola County Probate Court, organizes, markets, distributes and monitors various assigned programs, makes referrals to various agencies and assist seniors with emergency utilities programs.

**Essential Job Functions:**

An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties, which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function satisfactorily.

1. Organizes, markets, distributes and monitors the Senior Project Fresh program.
2. Assists seniors with Medicare / Medicaid assistance program, to include medical bill management.
3. Performs guardianship reviews as assigned by Osceola probate court.
4. Organizes, markets, distributes and monitors the Senior Green program.
5. Organizes, develops, markets, and monitors senior activities program, which is separate from senior center activities.
6. Assist seniors with emergency utilities programs.
7. Makes referrals to various agencies such as social services, veteran's administration, and Area Agency on Aging to establish services.
8. Has acquired working knowledge of various other positions and serves as "fill in" for Case Managers, and Meal Site Coordinator.
9. Organizes and participates in evidence based health programs in accordance with standards set by contracted agency.
10. Assist in promoting the COA as needed.
11. Keeps abreast of legislative and regulatory developments, new administrative techniques

and current issues through continued education and professional growth. Attends conferences, workshops, and seminars as appropriate.

12. Performs other duties as directed.

**Required Knowledge, Skills, Abilities and Minimum Qualifications:**

The requirements listed below are representative of the knowledge, skills, abilities and minimum qualifications necessary to perform the essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the job. The county at its discretion, may consider an alternative combination of formal education and work experience.

Requirements include the following:

**Education:** Bachelor's Degree in social work or related field.

**Experience:** 2 to 5 years of experience in social work preferred, 2 to 5 years work in an office environment preferred.

The County, at its discretion, may consider an alternative combination of formal education and work experience.

**Other Requirements:**

1. Possession of a valid Michigan Driver's License
2. Dependable transportation
3. Recommended and encouraged to be CPR certified
4. Skill in assembling and analyzing data, preparing comprehensive and accurate reports and formulating policy and service recommendations
5. Skill in effectively communicating ideas and concepts orally and in writing, and making presentations in public forums.
6. Ability to establish effective working relationships and use good judgment, initiative and resourcefulness when dealing with County employees, contractors to the County, representatives of other governmental units, professional contacts, elected officials and the public
7. Ability to assess situations, solve problems, work effectively under stress, within deadlines, and in emergency situations
8. Skill in the use of office equipment and technology, including Microsoft Suite applications, and the ability to master Care Advantage Program and new technologies
9. Ability to attend meetings scheduled at times other than normal business hours

10. Knowledge of the principles and practices of providing senior services
11. Knowledge of maintenance techniques associated with providing senior services

**Physical Demands and Work Environment:**

The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee regularly works both in an office and in the field. While in the office, the employee is regularly required to communicate in person and by telephone, read regular and small print, view and produce written and electronic documents and enter data on a computer keyboard with repetitive keystrokes. The employee must be mobile both in an office setting and in the field with the ability to stand, sit, stoop and kneel, use hands to finger, handle, or feel and reach with hands and arms. The employee must lift or push/pull objects of up to 15 lbs. without assistance. Accommodation will be made, as needed, for employees required to lift or move objects that exceed this weight.

While performing the duties of this job, the employee regularly works both in the office and at other work sites and regularly travels between work sites using a motor vehicle. Though applicable safety procedures are documented and utilized, the incumbent may be exposed to unsanitary or unhygienic materials, individuals and situations in the course of performing