

Senior Services Coordinator



Position Description

Status

Full Time, Non-Exempt

Compensation

B22

Bargaining Unit

Non-bargaining

Reports to

Senior and Veteran's Services Director

Supervises

None

Position Category

Specialist

Summary

The Senior Services Coordinator plays a vital role in enabling older adults to maintain independence and enhance their quality of life by connecting them with essential supportive services through senior millage services within the community. This position performs individual needs assessments, resource coordination, contract management and service delivery monitoring with a strong focus on advocacy; Attends senior related meetings on behalf of Allegan County.

Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. **Assessment and Service Planning:** Conducts non-clinical assessments of seniors' needs for wellness and applicable Allegan County Senior Services (ACSS) such as Senior Millage Services, Adult Day Services, In Home Support, Home Delivered Meals, Personal Emergency Response Systems and Senior Transportation.
2. **Resource Connection:** Works collaboratively with agencies, rehabilitation organizations, educational institutions, service providers and community partners to facilitate service delivery to clients; Stays informed about new programs and services as they become available.
3. **Coordination and Monitoring:** Facilitates and coordinates the delivery of senior millage services from contracted Allegan County service providers; Monitors the receipt and follow-up of services, ensuring they are appropriate, timely and satisfactory.
4. **Advocacy and Support:** Serves as an advocate for seniors' health and social goals, ensuring their needs and wishes are prioritized; Provides guidance and support to seniors and their families.

5. **Networking and Partnerships:** Develops and maintains strong partnerships with the Area Agency on Aging, hospital discharge planners, community-based service providers and other community stakeholders; Establishes links with other local agencies and service providers to offer a wider variety of resources and programs.
6. **Administration and Documentation:** Maintains accurate records, reports and statistical data related to senior services and programs. Completes and submits required administrative records and reports. Audits and processes service contract invoices on a monthly basis.
7. **Program Development and Outreach:** This position may occasionally participate in planning and implementing a variety of senior-focused classes, activities and special events.
8. **Volunteer Coordination:** This position may occasionally coordinate and oversee volunteer tasks and responsibilities.

Competencies

- Customer Focus
- Teamwork
- Employee Engagement
- Process Focus
- Financial Resources
- Goal/Results Oriented
- Communication
- Leadership & Influence
- Decision Making & Judgement
- Analysis & Problem Solving

Supervisory Responsibility

This position does not have direct supervisory responsibilities.

Work Environment

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, software, phones, photocopiers and printers.

Physical Demands

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.

While performing the duties of this job, the employee is regularly required to express oneself and exchange information both verbally and in writing. The employee is frequently required to move about

the office environment; operate a computer and other office machinery; and move or transport files or other items to meetings and other office spaces. This is largely a sedentary role; however, some filing is required. The ability to open filing cabinets and bend or stand on a stool as necessary is required. Participation in community events may require moving object up to 50 lbs in weight and standing or sitting for long periods of time.

Travel

Travel is required throughout the county for training and outreach services.

Required Education and Experience

1. Associate's Degree in Social Work, Sociology, Health Sciences, or related field. A combination of education and experience in working with a vulnerable population to meet their needs may be considered in lieu of a degree.
2. Two (2) years of case management experience.
3. Experience working with at-risk senior population and/or knowledge of available services/resources in Allegan County.
4. Experience working with customer relationship management (CRM) software to manage client services preferred.

Other Duties

Ability to competently perform all the essential duties of the position, with or without reasonable accommodation, demonstrated commitment to effective customer service delivery, and the ability to work productively as a member of a team or work group are basic requirements of all positions at Allegan County.

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.

Signature

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

Employee _____ Date _____