

## JOB DESCRIPTION

TITLE: Social Services Coordinator

HOURS: Full time 35 hours/week non-exempt

### **GENERAL DESCRIPTION**

Under direct supervision of the Social Services Director, the Social Services Coordinator will increase awareness, access to, and provide A1AA services in Del Norte County. They will work closely with Social Services staff in Humboldt County to ensure unity of services.

Information and Assistance provides resources and referrals to older adults or friends/family.

Home Safety Programs provides assessments, modifications and homeshare matching as needed to keep the client safe in their own home.

CalFresh Healthy Living (SNAP-Ed) Program supports healthy, active, and nourished lifestyles by teaching about good nutrition and how to stretch food dollars, while also building partnerships in communities to make the healthy choice, the easy choice.

CalFresh Expansion Program provides direct application assistance to eligible 60+ recipients, over the phone and in-person, and conducts outreach to ensure all eligible 60+ adults understand benefits, including the newly eligible SSI recipients.

### **SPECIFIC DUTIES**

1. Acquire and maintain a thorough and current knowledge of older adult and caregiver support services, benefits, programs and activities specifically within Del Norte County.
2. Respond to client telephone, walk-in, and written requests for assistance.
3. Maintain a relationship with referral agencies, including but not limited to, APS, Home Health, and the Fire Department. Ensure other agencies have the most up to date program information.
4. Complete relevant program assessments to determine client's needs and desires.
5. Complete mandated reports to Adult Protective Services as appropriate.
6. Document all interaction with clients, contractors, and other service providers, including but not limited to; telephone calls, emails, letters, walk-in contacts, appointments, and home visits. Document provision of information, referrals, assistance, assessments, intakes, and other services deliveries into program software in a timely manner.
7. Conduct outreach and community education presentations to relevant groups. Table at community events to inform the public of our programs. Document results of outreach activities and attendance. Education presentations include but are not limited to, nutrition, food safety, physical activity, and food resource management.

8. Coordinate program activities with other agency services and programs, where appropriate, and support community engagement activities to increase local participation in CalFresh Health Living activities.
9. Become an expert on all aspects of CalFresh application assistance, helping older adults apply and acquire the necessary documents.
10. Help maintain accurate resource information by providing the Social Services Manager/Director with information about changes in community services.
11. Attend A1AA and program staff meetings and trainings, as required.
12. Maintain positive and regular communication with the Social Services Manager. Report any challenges and concerns related to work duties immediately to Manger/Director
13. Assist with implementation of A1AA services as needed in Del Norte County.

### **QUALIFICATIONS**

1. Passion for and experience with helping older adults or people with disabilities maintain a safe, healthy, and accessible living situation.
2. Able to speak, read, and write in English. Spanish speaking is a plus but not required.
3. Valid Driver's license, insurance, and a clean driving record.
4. 18 years of age or older.
5. Bachelor's degree in social work or related field preferred or 3 years of relevant work or lived experience and a high school diploma.

### **KNOWLEDGE AND ABILITIES REQUIRED**

1. Sensitivity, understanding, and non-judgmental attitude towards older adults and people with disabilities who are coping with challenges and making decisions about the last years of their lives.
2. Knowledge of the aging process and its impact, dementia, physical disabilities related to aging, disease, or injury, obsessive-compulsive disorders, and community services and resources for older adults, people with disabilities and caregiver.
3. Excellent oral communication skills, including the ability to communicate with older adults and their caregivers/families.
4. Excellent planning, prioritizing and organizational skills, attention to detail, and ability to meet deadlines.
5. Ability to consistently exercise good judgment to analyze and solve problems.
6. Ability to function as a cooperative, fun, and flexible team member and relate to people of diverse backgrounds.
7. Ability to work independently while adhering to Agency policies and guidelines and checking in when appropriate.
8. Understand role as mandated reporter of elder and dependent adult abuse.
9. Ability to make safety a priority while meeting service and client expectations.

10. Willingness to improve skills and knowledge.
11. Strong computer skills including Google suites and Microsoft office. Experience with various databases preferred.
12. Strong interpersonal and presentation skills: public speaking experience required.
13. Ability and means to travel extensively around Del Norte County and occasionally to Humboldt County.

**PHYSICAL REQUIREMENTS:**

The physical requirements 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.

**Essential Physical Requirements:**

- Ability to stand on your feet for 2 to 3 hours at a time.
- Ability to kneel, squat, bend, or stoop.
- Ability to independently and safely lift and move up to 40 lbs. without assistance.

---

In the event of a community or agency disaster, job duties and responsibilities may change as directed by the Executive Director or other authorized agency representatives. These duties would be related to assisting our client population, senior service providers, the agency, or other community organizations in disaster and recovery operations following the agency disaster plan.

