

CLM Community Action Agency

Job Title	Senior Service Coordinator
Reports to	Senior Service Director

Job Purpose

The Senior Service Coordinator is a part of the senior services team and is responsible for the implementation of the overall objectives of CLMCAA as it relates to client services. Service Coordinators are vital identifiers of senior programs. The Senior Service Coordinator is the first contact with the department. This position is responsible for the initial intake, identification of need and subsequent follow-up with clients. These services include the following programs: In-Home Services: Meals on Wheels, Respite Care, Specialized Respite Care, Personal Care, Homemaking, Home and Community Based Waiver service, Contracted Veteran's Affairs, Sault Tribe of Chippewa Indians services, Private Duty services and Adult Day Care (Take-5). They serve as problem solvers; producing institutional change and fostering self-sufficiency in area residents.

Duties and Responsibilities

- Individual reports directly to the Senior Services Director daily for all senior service activities.
- Promote services to the elderly and families.
- Assist consumer in pursuing and receiving services needed that may be obtained from local, state and federal agencies.
- Assist in screening initial applicants for senior services and family services.
- Assessments and Reassessments of clients per ASSA standards
- Provide information, referral and follow up to residents about CAA – Senior Services and all programs available
- Promote an interest in and maintain an ability to communicate with seniors and families and offer options for long term care.
- Must promote participation of seniors in community organization to foster institutional change.
- Become involved in community organization to enhance their ability to deal with problems of consumers and strengthen communication between CAA and other serviced providers.
- Must complete all records necessary to maintain accountability.
- Assist with the development and distribution of informational material about department programs and activities through agency brochures, agency newsletters/flyers, newspaper coverage, web site, and other media.
- Assist with training to nutrition staff at least twice per year as required by the agency funding source.
- Exemplify professionalism and project a positive attitude when communicating with staff, Clients and the general public.
- Must be able to establish and maintain effective working relationships with co-workers, supervisors, and the general public.
- Must be able to work flexible hours and travel on occasion.
- Attend and participate in staff meetings, workshops and training sessions.
- Other duties as deemed necessary by the Senior Services Director.

Integrity

- Ensure confidentiality of clients, agency and co-workers
- Understand and promote the goals and philosophy of CLMCAA.

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- Become familiar with CLM CAA’s Employee Handbook and follow policies outlined therein.
- Has general knowledge of and adheres to the Agency’s mission statement.
- Adhere to CLM CAA policies and procedures.
- Represent CLM CAA, its policies and point of view while interacting with other agencies and individuals.
- Works the number of hours designated in personnel action, reports absences to immediate supervisor at least one hour prior to scheduled time to report.
- Reports to work area ready to begin work at the assigned time.

Required Qualifications

High School diploma or GED. Associates or bachelor’s preferred.
 Must be proficient in Microsoft Office, WellSky, and other senior program reporting software.
 Will be required to pass criminal history check.
 Must have valid Michigan driver’s license, an acceptable driving record and reliable transportation.

Equal Employment Opportunity Statement

CLM Community Action Agency provides equal employment opportunity to all individuals regardless of their race, color, creed, religion, gender, age, sexual orientation, national origin, disability, veteran status, or any other characteristic protected by local, state, or federal law.

Employee Acknowledgement

While performing the duties of this job, the employee is regularly required to reach with hands and arms. Required to stand, walk, use hands to handle or feel, climb or balance. Stoop, kneel, crouch or crawl. Must be able to regularly lift and/or move up to 50 lbs. Specific vision abilities required by this job include close, distance, color, peripheral vision, depth perception and ability to adjust focus. Employee is frequently exposed to outside weather conditions to include extreme heat/cold, and humidity. Noise level is usually moderate. Employee may be exposed to moving mechanical parts. Odors related to cleaning and disinfection may be strong at times. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Offers of employment are conditional pending Comprehensive Criminal Background Check which meets program requirements. I have received a copy of my job description and understand the duties and responsibilities listed wherein. I agree to abide by all rules stated in the CLM CAA Employee Handbook, regarding conduct and working conditions not described in this job description.

Employee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

Director Signature: _____ Date: _____