

City of Oregon City

Position Description

Position: Social Services Coordinator	AFSCME Union
Department/Site: Parks and Recreation – Pioneer Community Center	FLSA: Non-Exempt
Evaluated by: Pioneer Community Center Manager	Salary Grade: 31

Classification Summary

Plans, organizes, and implements social service programs in service of Pioneer Community Center's clients. Provides assistance and advocacy in problem-solving, and information gathering, as well as referrals and connections to services and resources. Assesses the needs of the Center's clientele and provides technical support in interpreting legislation and processes affecting them. Oversees the Meals on Wheels program and acts as the lead to employees assigned to a program within the scope of social services.

Distinguishing Characteristics

The Social Services Coordinator is a specialized position within the recreation career path. Advancement to this position requires the ability to serve in an advocacy or ombudsman role for a targeted population, plan and implement outreach programs, advise, guide, and provide substantive referral services. Advancement from this position to higher levels within the Parks and Recreation Department would be based on need and through promotion.

Typical Duties and Responsibilities

The list of duties is a representative sample of the work appropriate to this class and does not include all the duties or specific tasks that may be assigned to a particular position. The incumbent may perform a combination of some or all the following duties:

- Provides problem-solving and referral assistance to clients in office and on phone on matters such as but not limited to, social security, Medicare, Medicaid, tax preparation, transportation, housing, legal referral, consumer fraud, SNAP benefits, and long-term care.
- Serves as liaison between social programs and those offered by other agencies on matters of joint concern.
- Supports and assists clients and their families, also conducts seminars, and workshops and provides information on available services.
- Performs or assigns in-home assessment of clients. Ensures safe living environments. Determines/assesses eligibility for and recommends appropriate services to ensure continued independent living.
- Recommends and assists in the implementation of goals and objectives. Establishes schedules and methods for providing client services; implements policies and procedures.
- Documents all required client contact. Keeps written records of observations and recommendations. Prepares case plans of services needed and documents follow-up.
- Assists clients with completing applications for services such as, but not limited to, energy assistance, meals-on-wheels, and housing.
- Maintains up-to-date knowledge of regulations impacting clientele. Coordinates and networks with other agencies and service providers for integrated approaches to client advocacy. Attends meetings and conferences to keep current in skill and information.

- Participates or assigns others to participate in the processing, selection, and oversight of volunteers. Provides and/or coordinates volunteer training.
- Assists clients in completing applications for assistive devices such as LIFT riders.
- Prepares a variety of reports including those for services that are eligible for Medicaid reimbursement.
- Performs other duties as assigned that support the overall objective of the position. Processes a variety of invoices, applications, and purchase orders. Tracks, maintains, and administers payments for employee benefits including workers' compensation.

Minimum Qualifications

Knowledge

The position requires specialized knowledge of:

- The field of geriatrics, long-term care, Medicaid, and associated social services.
- Laws, programs, and services available to older adults and their families.
- Skills required to assess needs and support accordingly.
- Practices related to set-up and implementation of organized outreach programs for targeted populations.
- Social, cultural, and recreational programs suitable for older adults.
- Personal computers sufficient to access and use common desktop productivity software and specialized databases.
- Professional communication skills with the ability to prepare promotional literature, newsletters, and professional correspondence.
- Inter-personal skills with demonstration of the ability to support with sensitivity and compassion, conduct in-service type workshops, and serve in an advocacy role.

Skills and Abilities

This position requires the ability to carry out, but is not limited to, the following functions:

- Supporting older adults and maintaining objectivity and impartiality in mediating and resolving problems.
- Making appropriate referrals.
- Conducting needs-assessments through surveys, interviews, and site visits.
- Planning, organizing, and implementing outreach programs that optimize participation, including those activities involving volunteers.
- Interpreting and applying legislation.
- Working cooperatively with all community members and clients of the Center.
- Working collaboratively as a contributing member of a team.
- Working productively and cooperatively with other teams and external customers and conveying a positive image of The City and its services.

Education, Training, and Experience

The position typically requires a bachelor's degree in social services, gerontology, recreation, psychology, or related field, along with two years of experience in a recreation or social service setting. Other technical skills, knowledge or experience may substitute for educational.

Other Requirements

- Must pass a criminal background check.
- Valid driver's license required.

Working conditions/Physical and Mental Demands

Incumbent must be able to function indoors in an office, private home, and/or outdoor park environment engaged in work primarily of a sedentary to moderately active nature. Requires hearing and speech ability for ordinary conversation and to project voice to a small group. Requires sufficient manual and/or finger dexterity to type/keyboard and otherwise operate microcomputers and other office equipment. Requires ambulatory ability to sit, walk, to move about office and city environs, and to lift and carry lightweight materials on an infrequent basis.

This job/class description describes the general nature of the work performed, representative duties as well as the typical qualifications needed for acceptable performance. It is not intended to be a complete list of all responsibilities, duties, work steps, and skills required of the job.