


POSITION DESCRIPTION

SOCIAL AND SENIOR SERVICES SPECIALIST

Date of Last Revision: July 2024

	DEPARTMENT	Human Services		
	REPORTS TO	Director of Human Services		
	FLSA STATUS	Non-Exempt		
	POSITION TYPE	Full-Time	PAY GRADE	

POSITION OVERVIEW

Under the direction of the Director of Human Services, the Social and Senior Services Specialist works to create an engaging, supportive, and thriving community in Somers, where every individual has access to the information, support, and resources they need to lead a dignified and fulfilling life. Through social services like case management, public benefits application assistance, heating assistance, emergency financial assistance, and nutrition programs, the coordinator helps ensure that families and individuals have the means to meet their basic needs.

ESSENTIAL JOB FUNCTIONS

- Administers various social service programs offered by the Town of Somers
- Provides case management, public benefits application assistance, crisis intervention, community outreach
- Conducts eligibility screening for seasonal programs like Back-to-School and the Holiday Toy Shop, and other programs and services offered by the Town of Somers, state and federal government
- Provides support and training as needed for other department staff and volunteers
- Maintains client records and client confidentiality
- Works to support and maintain the dignity of all seeking assistance or support
- Frequently conducts community outreach to share information and engage prospective clients

ADDITIONAL JOB FUNCTIONS

- Other duties as assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

For successful performance in this position, the incumbent will need to demonstrate the following:

KNOWLEDGE of:

- Intermediate-level proficiency with Microsoft Office 365 (including Word, Outlook, Excel, SharePoint, Teams, etc.) as well as with web browsers to accomplish internet research as necessary. May perform word processing, spreadsheet, database functions, and generating simple reports.

SKILLS in:

- Time management, organizational, and multi-tasking
- Collecting and maintaining data, files, reports, and other records in an efficient, organized, and effective manner

Social and Senior Service Coordinator July 2024

- Strong interpersonal skills for public and internal contacts

ABILITY to:

- Provide accurate, timely and high-quality service to all internal and external customers
- Coordinate, develop, and maintain a variety of reporting and other necessary record keeping, database, and filing systems when needed
- Handle several tasks simultaneously in fast-paced environment where attention to detail is critical to success

MINIMUM POSITION REQUIREMENTS

- Bachelor’s degree in education, social work, or another degree program, combined with demonstrated knowledge and skill to successfully meet the responsibilities of the position

LICENSES AND CERTIFICATIONS

- SNAP, Medicare, Medicaid, Access Energy Assistance, Renters’ Rebate, Operation Fuel

ENVIRONMENTAL AND PHYSICAL DEMANDS

- Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances.

PHYSICAL DEMANDS

- Regularly speaks with clients and listens to client issues
- Regularly sits and works for periods in excess of one hour, including working with a computer and a telephone
- Stands, lifts, reaches, and bends to store and access records, files, and supplies
- Lifts up to 25 pounds of files/office supplies

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

POSITION DESCRIPTION ACKNOWLEDGEMENT

POSITION TITLE: Social and Senior Services Specialist	DATE RECEIVED:
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I understand that nothing in this position description restricts this organization's right to assign or reassign duties and responsibilities to this job at any time. I also understand that this position description reflects the assignment of essential job functions; it does not prescribe nor restrict the tasks that may be assigned. I further understand that this position description may be subject to change at any time due to reasonable accommodation or other reasons.

I have reviewed this document and discussed its contents with my supervisor, and I fully understand the nature and purpose of this position description and its related duties.

Employee

Date

Department Head

Date

Human Resources

Date

