



SENIOR AND SOCIAL SERVICES SPECIALIST

DEFINITION

Occupants of this classification are in the classified service and contribute to the effective day-to-day functioning of Division programs by providing a full range of client services and programs. The incumbents of this classification require minimal supervision. The work performed will vary considerably based upon which specialty the position is assigned.

DISTINGUISHING CHARACTERISTICS

This is a generic job description, to describe the general duties that are characteristic to all of the Specialist positions. Specific job duties for each position are provided as addendum attachments.

SUPERVISION RECEIVED AND EXERCISED

The incumbents of this classification report to the Senior and Social Services Supervisor and/or may report to the Senior and Social Services Manager.

ESSENTIAL JOB DUTIES

The following tasks are essential for this position. Incumbents in this classification may not perform all of these tasks, or may perform similar related tasks not listed here.

1. Responds to a high volume of daily public service requests and inquiries, both in person and by telephone, referring to other staff and agencies as necessary.
2. Provides supportive counseling for clients with a variety of service or emotional needs, requiring utilization of listening, behavioral management, and problem solving skills.
3. Coordinates programs, events and provision of services as required by service specialty and Center operations. Coordination may include but not be limited to: networking with public and private agencies and organizations to secure cooperative support efforts; fund-raising; budget planning; marketing of events utilizing public relation skills; develop staffing for event, including utilization of volunteers; planning of event; functional operational plan; and ensuring safety of the public at all times.
4. Maintains records of service provisions and program activities in order to utilize data for operation studies and required reports. When appropriate, maintain client records and waiting list information. Utilize data to enhance programs and services and develop program/service enhancements or expansions to meet program participant and social needs.
5. Participates in advisory councils and network organization committees/activities having a direct impact on Center programs.
6. Assists in the preparation of the annual Division budget.
7. Trains, supervises, and monitors part-time and volunteer staff. Ensures proper, efficient and courteous delivery of service to the public.

8. Prepares and submits reports in a timely fashion, including but not limited to: grant proposals and reports (as required); budget information; monthly, quarterly, and annual Commission Reports; monthly newsletter information.

MINIMUM KNOWLEDGE, SKILLS AND ABILITY

Knowledge of:

- Social services and programs available to seniors and the disabled.
- Community outreach resources.
- Counseling techniques.
- Program development.
- Methods of employee selection and supervision.
- Networking with other allied professionals and agencies specializing in senior adult/disability programs and services.
- Office procedures and equipment.
- Budget management practices, including basic bookkeeping and cash management.
- Event planning and organization skills.

Skill and Ability to:

- Work with a diverse group of people and personalities.
- Coordinate and manage multiple activities simultaneously.
- Communicate effectively in both verbal and written form.
- Convey information clearly to the general public.
- Properly operate office machines such as adding machines, computers, copy machines and fax machines.
- Maintain records, research, document information, and write reports.
- Understand and follow oral and written instructions, work independently in the absence of supervision.
- Interpret rules and regulations and effectively apply to assigned work.
- Organize work effectively, in order that deadlines are met while standards for accuracy and detail are fully achieved.
- Utilize strong interpersonal skills with a diverse socioeconomic and cultural population.
- Implement programs.
- Operate a personal computer and general office machines.
- Work cooperatively with supervisors and fellow employees.

LICENSE AND CERTIFICATES

Possession of a valid California Class C driver's license may be required if assigned to drive.

TRAINING AND EXPERIENCE

Any combination equivalent to training and experience that could likely provide the required knowledge, skills, and abilities would be qualifying. A typical way to obtain the knowledge, skills, and abilities would be: a Bachelor's degree from an accredited college or university. A minimum of two years full-time professional experience in a social service setting, including a high volume of interaction with the public. A Master's Degree can be substituted for one year of work experience.

PHYSICAL REQUIREMENTS AND WORKING CONDITIONS

- Require vision (which may be corrected) to read small print.
- Require mobility of arms to reach and dexterity of hands to grasp and manipulate small objects. Lower body mobility may not be required.
- Perform lifting, pushing and/or pulling which does not exceed 50 pounds and is an infrequent aspect of the job.
- Is subject to office environmental conditions.
- May be required to work evenings or weekends.