

City of Carson
Class Specification
Updated 11-25-20 11-25-19

City Council: Reso. No: 06-144
Bargaining Unit: AFSCME Local 809

FLSA: Non-Exempt

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SENIORS SOCIAL SERVICES COORDINATOR II

Job Summary:

Under general direct supervision of the Human Services Manager Supervisor, performs, organizes, and implements a variety of specialized social service programs for senior citizens the Joseph B. Jr. and Mary Anne O'Neal Stroke Center, and Cultural Arts programs and special interest classes.

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Distinguishing Characteristics

The Social Services Coordinator I is the entry level classification in the two-level job series. Incumbents in this classification perform the full range of duties of the class, but without the independence or full responsibility expected of the Social Services Coordinator II position. The Social Services Coordinator II is the journey level class. Incumbents in this classification work independently and exercise judgment and initiative, which requires substantial knowledge and understanding of the functions, policies, and procedures of the City's Community Services programs.

To advance to Social Services Coordinator II, employees in the Social Services Coordinator I classification must complete one (1) year of actual work or service in the Social Services Coordinator I classification, must meet the minimum qualifications for Social Services Coordinator II role and meet the Job Series guidelines.

Essential Duties and Responsibilities:

(These functions are representative and may not be present in all positions in the class. Management reserves the right to add, modify, change, or rescind related duties and work assignments.)

1. Plans, organizes, and coordinates therapeutic and recreational activities for stroke survivors and caregivers. performs, and implements specialized social service programs including, but not limited to, the Volunteer Tax Assistance Program, Golden State/Discount Program, Operation Carrier Alert, Handyman/Homemaker Registry, and others.
2. Compiles, evaluates, and disseminates current information and literature regarding city, federal, and state programs, benefits, services, and requirements. 2. Organizes and coordinates the scheduling of all instructors part-time staff, volunteers, contractors, and interns for programs, classes, special events and projects.
3. Provides in-depth information, assistance, counseling, referrals, and follow up services regarding government benefits and resources; assists applicants in completing required forms. Enforces rules and regulations to assure the safety and welfare of participants.
4. Establishes communication links with social service organizations and government agencies including, but not limited to, Department of Public Social Services and Social Security. Drafts promotional materials, correspondence, and reports to promote participation.
5. Assists in budget preparation and monitors budget expenditures.
6. Collects fees, prepares financial recordkeeping forms, and remits monies collected to the Treasurer's Office pursuant to City policy and procedures.
7. Develops and implements referral procedures. Recruits, hires, trains, schedules, supervises, and evaluates employees.

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Remove instructors and add part time staff.

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8. Maintains accurate records, files, and reports regarding services rendered and program participation; prepares a variety of reports as required.
9. ~~Organizes and coordinates the efforts of assigned staff and volunteers involved in various programs.~~
10. ~~Maintains resource manuals and files related to social service agencies.~~ May assist lead staff ~~serve as a representative of Human Services on various Committees, Commissions and Boards.~~
11. Receives referrals from other agencies.
12. Assesses problems and provides information, assistance, or counseling.
13. Maintain confidential information as it pertains to participants' personal information and HIPAA rights.
- ~~12.~~
- ~~13.~~14. Performs related duties as required.

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Qualification Guidelines:

A typical way to obtain the requisite qualifications to perform the duties of this class is as follows:

Education and/or Experience:

Qualifications:

Any combination of education and experience that provides the required knowledge, skills, and abilities to perform the essential job duties of the position is qualifying. Incumbents will possess the most desirable combination of training, skills, and experience, as demonstrated in their past and current employment history -

Education:

- Associates Degree from an accredited college or university in Human Services, Senior Services, Recreation, Kinesiology, Social Work, Public Administration required.
- Bachelor's degree from an accredited college or university with major course work in Human Services, Senior Services, Recreation, Kinesiology, Social Work, Public Administration, or a related field highly preferred.

Experience:

- Four (4) years of paid work experience (preferably in related area as stated above (required)

~~Bachelor's Associate's degree preferred in human services, recreation, occupational therapy, kinesiology, social welfare social work, or related field, and two (2) years of full time, paid experience with a human services agency working with senior citizens. or twelve (12) years of part time Experience and/or education in a related field may be substituted on a year for year basis.~~

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City of Carson
Social Services Coordinator

Knowledge of:

- Information and referral systems.

- ~~Senior citizen's benefits and services provided by city, state, and federal agencies.~~
- Community resources and local social service organizations.
- Basic budgeting practices and procedures.
- Interviewing techniques.
- Government entitlement programs.
- Training and supervision principles.
- Programs' goals and objectives.
- Program organization and development techniques.
- City organization, operations, policies, and objectives.
- Basic purchasing practices.
- Applicable laws, codes, regulations, policies, and procedures.
- ~~Community resources, needs, and limitations of senior citizens attracted to program.~~
- Program operations, policies, rules, and regulations.
- Interpersonal skills, using tact, patience, and courtesy.
- General record keeping practices.
- Cash payment receipt procedures.

Skill and/or Ability to:

- Maintain current knowledge of programs, services, and benefits for **participants senior citizens**.
- Establish communication links and referral procedures with other agencies.
- Establish and maintain effective working relationships with others.
- Read, interpret, apply, and explain rules, regulations, policies, and procedures.
- Identify and analyze problems and take effective corrective action.
- Effectively communicate orally and in writing.
- Maintain accurate records and prepare clear and concise reports.
- Train and provide guidance to assigned staff and volunteers.
- Operate computers and related software.
- ~~Apply first aid and CPR.~~

License and Certificates:

Possession of valid California Class C driver's license. Employee in this classification will be enrolled in the Department of Motor Vehicles (DMV) Government Employer Pull Notice Program, which confirms possession of a valid driver's license and reflects driving record. Possession of valid Red Cross standard certificates in First Aid and CPR **and ability to perform the skills when needed/required.**

Physical Requirements and Working Conditions:

Employee accommodations for physical or mental disabilities will be considered on a case-by-case basis. Positions in this class normally:

- ~~Require vision (which may be corrected) to read small print.~~
- Perform lifting, pushing, and/or pulling which does not exceed 50 pounds and is an infrequent aspect of the job.
- ~~Require M~~ **Require M**obility of arms to reach and dexterity of hands to grasp and manipulate small objects.

- **Mobility to stand, walk, kneel, reach and bend.**
- Is subject to inside and outside environmental conditions.

- May be required to use City and/or personal vehicle in the course of employment.
- May be required to **work evenings and/or weekends, and** attend periodic evening meetings **which may involve** and/or travel **outside** within and out of City ~~City District~~ boundaries.
- ~~Maintain confidential information as it pertains to participants' personal information and HIPAA rights.~~