



JOB POSTING – February 2, 2018
DEADLINE - February 23, 2018
Full Time Social Worker
Holyoke Council on Aging

Position Summary: Performs administrative and professional work to support elders and their families.

Essential Functions: Meets with elders to define client needs and facilitate access to services such as case management, fuel assistance, food stamps, health insurance, emergency response tools, and housing; Coordinates medical appointments and transportation; Counsels elders and their families to help ensure independence, autonomy and safety; Assists elders in completing applications for public assistance programs and assists with appeals; Maintains client files; Acts as liaison to social service agencies; Formulates community education programs; Speaks to groups/organizations regarding the Council on Aging (COA); Calculates volunteer hours and timesheets; Compiles monthly statistics; Recruits and trains volunteers; Works with other city departments on public safety and health codes issues; Assists in Senior Center program operations, for instance, assisting at Senior Center events. *The functions above are normal for this position. Other duties may be required and assigned. The essential functions or duties listed above are intended only as examples of the types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.*

Knowledge, skills, and abilities required: Knowledge of gerontology and social services, federal, state, and regional resources, federal and state regulations, Medicare and other health plans, and the needs of the elderly; Ability to maintain confidentiality; Skill in oral and written communication and accessing information services related to elder needs; Ability to use Microsoft WORD and EXCEL and the internet. Ability to operate a motor vehicle safely.

Knowledge, skills, and abilities preferred: Bilingual (English/Spanish); Knowledge of graphic design or PowerPoint software.

Experience required: At least two years of experience in elder services.

Education, certification, licensure, or other similar required: Licensed Social Worker; MA driver's license.

Education, certification, licensure, or other similar preferred: CPR, AED and first aid training.

Supervision: Performs varied and responsible duties requiring knowledge of departmental operations and the exercise of judgment and initiative to independently perform duties, complete assigned tasks, and analyze the facts or circumstances. Work is managed by a senior social worker but performed under the supervision of the Executive Director. Generally establishes own work plan and completes work in accordance with established department policies and standards. *Supervisory Responsibilities:* None

Job Environment: Some work is performed under a typical office setting; the noise level is moderately noisy with frequent interruptions. Home visits require traveling and exposure to weather conditions; Potential exposure to poor living conditions during home visits including bugs, hoarding, and poor air quality. Operates an automobile, computer, and standard office equipment; Frequent contact with the public, the elderly and their families, community organizations, case workers, doctors, regional and state agencies, and human service providers. Contacts are in person, by telephone, and in writing. Has access to confidential information about elderly clients and their families, including financial and medical records, the disclosure of which would cause a significant breach of state laws and regulations and seriously damage the reputation of the COA; Errors could result in delay, reduced levels of service, adverse public relations, legal or financial repercussions for the city and older adults, and injury to self or elderly clients; Functions as a Mandated Elder Abuse Reporter.

Physical Requirements: Employee is regularly required to walk, stand, sit, talk, and hear; uses hands to feel or operate objects, tools, or controls, and reach with hands and arms, as in picking up files and other objects. May occasionally lift and/or move objects weighing up to 30 pounds such as equipment or supplies. Vision and hearing at or correctable to normal ranges. *The physical demands described above are representative of those that must be met by an employee to perform the essential functions of this job successfully. Reasonable accommodation(s) if needed will be provided for the employee with the adequate strength, dexterity, coordination, and visual acuity in a manner that does not pose a direct threat to the health or safety of the employee or others in the workplace.*

Hours: Full Time, 35 hours per week: Monday through Friday, 8 a.m. to 4 PM

Fair Labor Standards Act (FLSA) status: Non-Exempt

Pay rate: Paid biweekly- (Grade 5, UFCW Local 1459)

\$17.08 per hour (minimum), \$20.75 per hour (middle), \$24.42 per hour (maximum)

Employee Benefits: Health, Dental, Life Insurance and Flexible Spending Account (FSA)

Reports to: Director, Council on Aging

Please respond only by EMAIL to include letter of interest, resume and list of three references to:

COA@HOLYOKE.ORG

NO PHONE CALLS OR WALK IN INQUIRIES

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