

**JOB TITLE:** Social Service Substitute

**DEPARTMENT:** Senior and Family Services – Intake

**REPORTS TO:** Intake Manager

**FLSA STATUS:** Non- Exempt

**LOCATION:** Northfield, IL

**PT/FT:** This substitute role is an as-needed/ per diem position and there is no guarantee of hours. Substitutes can work between 1.5-35 hours/week

**SUMMARY:** The **Social Service Substitute** is responsible for the initial screening of social service clients, providing information and referral to both callers and walk-ins, along with a variety of administrative tasks.

**DUTIES AND RESPONSIBILITIES:**

- Gathers and accurately documents relevant information from potential clients and their family members in order to make first level assessment of need and eligibility
- Provide Information and referrals on community resources and/or refer callers to CCP, General Case management or Senior options as appropriate for next level of assessment.
- Completes intake on the NAPIS form which is the foundation for the department’s client records
- Responds to phone and walk-in requests by providing information on programs or services and facilitates referral to case management services as appropriate
- Classifies initial contact from potential client or referral source by completing a NAPIS form, providing information and assistance, and sending agency and program brochures as appropriate
- Uses computer and internet-based resources to provide information for clients and case managers
- Performs other related duties as assigned by management.

**SUPERVISORY RESPONSIBILITIES:**

- This job has no supervisory responsibilities.

**QUALIFICATIONS:**

- Bachelor’s Degree in Social Service or related field preferred or equivalent of related experience.
- Minimum of one year experience working with older adults
- Intermediate knowledge of standard computer programs including Microsoft Office Suite
- AIRS certification preferred
- Other skills required:
  - Ability to multi-task and prioritize duties
  - Work as Part of a Team
  - Maintain focus during repetitive tasks
  - Work independently
  - Calmly cope with confrontation
  - Resolve problems related to task at hand
  - Meet deadlines

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**To be considered for this position, please send your resume and salary requirements to [hr@nssc.org](mailto:hr@nssc.org)**

*EOE: North Shore Senior Center is an equal opportunity employer; applicants are considered for all positions without regard to race, color, religion, sex (including pregnancy, gender identity, and sexual orientation), marital status, parental status, national origin, age, disability, veteran status, genetic information, or any other status protected by applicable federal, state or local law.*