

Evanston Senior Services Coordinator

DEPARTMENT: Senior and Family Services

REPORTS TO: Clinical Supervisor

FLSA STATUS: Exempt

LOCATION: Evanston, IL

PT/FT: Full-time, 5 days/week

SUMMARY: The **Evanston Senior Services Coordinator** manages the day-to-day operations of the Lorraine H. Morton Evanston Civic Center site, including providing case management and benefits counseling services for Evanston residents, providing support to volunteers at the site who provide benefits counseling and other support for the site, responding to 311 calls, providing educational, informational and benefits outreach for older adults and their families within the City of Evanston, and serving as North Shore Senior Center liaison to City of Evanston and community groups in coordination with, and as requested by, the Director of Senior and Family Services.

DUTIES AND RESPONSIBILITIES:

- Possesses current knowledge of community and social services resources; provides information and assistance re: same
- Responds to senior residents' needs in cooperation with City and other social service agencies
- Provides case management for Title III, Community Care Program, and Respite services for older adults in Evanston
- Provides outreach at the Levy Center, senior buildings, and other Evanston venues on various educational, informational and benefits subjects relevant to them
- Provides support to the Older Adults Benefits Specialist who will oversee Senior Health Insurance Program (SHIP), Low Income Home Energy Assistance Program (LIHEAP), Benefit Access, and Farmers Market coupon volunteers serving Evanston residents at the Lorraine H. Morton Evanston Civic Center site
- Serves as liaison to City of Evanston and community groups in coordination with, and as requested by, Director of Senior & Family Services
- Makes referrals to other community agencies as appropriate, including Adult Protective Services
- Provides supportive counseling as appropriate for Evanston older adults in their homes or at the Evanston Civic Center site
- Completes statistical/data reports in a timely manner
- Completes a minimum of 18 hours of continuing professional education per year
- Attends scheduled staff meetings
- Performs other related duties as assigned by management

SUPERVISORY RESPONSIBILITIES:

- Indirectly supervises approximately 6 volunteers within the Older Adults Benefits Program at the Evanston Civic Center
- Carries out supervisory responsibilities of volunteers in accordance with the organization's policies and applicable laws
- Responsibilities include interviewing, hiring, and training volunteers; planning, assigning, and directing work; addressing complaints and resolving problems related to volunteers

QUALIFICATIONS:

- Bachelor's Degree (BA) from four-year college or university in social work or related field
- Minimum of 2 years' experience in providing social services for older adults
- Knowledge of federal, state, local, and non-profit social services available to older adults in Evanston
- Certificates, licenses and registrations required: current CPR/AED and First Aid certifications; Licensed Clinical Social Worker (LCSW), preferred
- Computer skills required: Microsoft Office Suite
- Other skills required:
 - Sensitivity to cultural diversity
 - Strong written and verbal communication skills
 - Ability to work independently at the Evanston site with no on-site supervision
 - Ability to develop and make presentations in the community
 - Current driver's license and access to a vehicle

To be considered for this position, please send your resume and salary requirements to hr@nssc.org.