

COUNCIL ON AGING/LCC
Community Services Liaison (CSL)
Town of Lancaster

Position Purpose:

The purpose of this position is to perform social service and administrative work in maintaining contact with the Town's residents to assess their needs, refer services and resources that allow residents to live as independently and as well and comfortably as possible. This person should use tools and resources of the Community Center and Lancaster COA to encourage participation in group activities, and reach people in need. The CSL should make referrals as necessary; and work with other departments to support a good quality of life for elders, caregivers and those in need, all other related work as required.

Supervision:

Supervision Scope: Performs responsible duties requiring independent judgment in assessing individual situations in order to determine appropriate course of action.

Supervision Received: Works under the general direction of the Council on Aging/LCC Director; all unusual situations or questions are referred to supervisor. Field work and counseling will be performed independently with little to no daily supervision, but meets with director to report on a regular basis to target services and supports and review cases. .

Supervision Given: Meeting and work plans set for by the Director.

Job Environment:

Work is performed in the Senior Center and in the Community, often in private homes and at resource centers.

Operates all office equipment including; all types of telephones, computers, printers, facsimile machine, copier/printer/scanner, calculator, and other standard office equipment. CSL shall be licensed and trained to drive MART van, and must have their own reliable transportation. CSL should be able to be contacted in case of emergency at non-traditional times (outside M-F work hours).

Makes frequent contact with the elderly, disabled, financially insecure residents, caregivers as well as other town employees. Contacts are by telephone and involve an information exchange dialogue. Home visits, and visits in the office, doctors' offices and supporting agencies may be required. Assists with activities within the center and the community, especially those designed to reach potential clients and to increase socialization.

May work non-traditional hours, including evening and weekend as residents needs arise and in case of emergencies.

Has access to department-related confidential information such as personal identifiable information (PII) about elderly clients, which requires the strict adherence to privacy laws, and COA/LCC policies. CSL will also have access to other personal information that requires privacy, discretion and professional protocols.

Errors could result in loss of services, or delayed services to those in need including medical services, and health and wellness benefits. It could also adversely impact other departments including public safety, and finance departments. .

Essential Functions:

(The essential Junctions or duties listed below are intended only as illustrations of the various 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.)

Makes first contact with clients. Informs clients of the programs and services provided by the COA and other town resources. .Keeps log and records for COA use, and when possible shares public information with contact to refer to other resources.

Encourages participation and educational tools to promote well-being and healthy life styles, and the best possible financial status. .

Works with other town departments, public safety, collector etc. to provide maximum quality of life for seniors, and all residents and to help reduce the services required from the town.

Completes home visits and identifies any service needs and makes referrals to Social Service coordinator for appropriate agencies including but not limited to fuel assistance, SNAP, Social Security, Meals on Wheels, Food pantries, Medical Insurance and SHINE, and Montachusets Home Care, and housing organizations.

Maintains contact with clients to ensure the adequacy of assistance and coordinate follow up.

Maintains and updates records of all clients, their residency, and status. Prepares monthly and annual reports for each client and general reports for the COA office.

Maintains knowledge and regular contacts with social service agencies, town departments, and types of services available to the elderly and disabled.

Performs similar or related work as required.

Recommended Minimum Qualifications:

Education, Training and Experience:

Bachelors, MSW preferred and/or equivalent social service experience; or any equivalent combination of education and experience. Possession of valid MA driver's license. CPR/First Aid training preferred but will train.

Knowledge, Ability and Skill:

Knowledge: Thorough knowledge of social service and governmental agencies which provide services to the elderly, and others including the disabled and those in need. . Basic knowledge of departmental operations and the laws/rules/regulations governing the department.

Ability: Ability to establish and maintain effective and harmonious working relationships with the elderly, and others. Ability to communicate effectively in oral form, and write effective reports and advocacy documents. . Ability to interact with the elderly and others in an empathetic, compassionate, and sensitive manner and must maintain confidentiality. Ability to operate all standard office equipment, including use of all Microsoft office products. Ability to use email proficiently.

Skill: Excellent customer service skills. A high level of patience and tact.

Physical Requirements:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Regularly required to communicate with elderly citizens; uses or operates objects, tools, or controls, and regularly picks up paper, files, and other common office objects, weighing up to 35 lbs. Ability to operate MART passenger van. Assists with activities within the Senior/Community Center.

(This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.)