

Barrington Area Council on Aging-Position Description

Job Title: Social Services Manager

Job Description:

Social service functions include providing information on senior services, assessing the needs of seniors, conducting outreach and comprehensive care management for frail individuals, and assisting seniors and their caregivers in accessing various benefit programs. Additionally, the Social Services Manager would facilitate support groups as needed, conduct assessments for Meals on Wheels clients, and manage the volunteer and transportation programs.

Responsibilities:

1. Ensure that services cited above are provided in a quality manner to seniors, their caregivers, and the Barrington Communities through:
 - Conducting telephone or in-home assessments to determine the capability and needs of individual senior, and working with them, their caregivers and others to develop an appropriate plan of care.
 - Serve as an advocate, as needed, to assist seniors and/or their caregivers to receive services they need or for which they are eligible.
 - Educate or advise seniors and/or their caregivers regarding senior insurance and benefits, including Medicare, Medicaid, LIHEAP, and Benefits Access.
 - Serve as a resource for caregivers, providing education, advice and support.
2. Provide support and direction to volunteers involved in serving clients, as friendly visitors, volunteer drivers, and group facilitators, etc.
3. Monitor and assess volunteer effectiveness and satisfaction.
4. Establish and maintain relationships with key service providers to the Barrington area.
5. Provide input on articles and information to be included in BACOA's newsletter.
6. Maintain client, and program records as required by the agency, including time sheet, travel/expense log, entering client contact information into My Senior Center, (intakes, I&R, case management time & notes), Meals with Wheels forms, SHIP forms, and LIHEAP forms.
7. Meet periodically with your supervisor to discuss and review social service programs and services.
8. Work with the BACOA Board of Directors committees as needed to increase their understanding of social services programs and for planning purposes.
9. Teach classes, such as Medicare's When I'm 64 twice a year.
10. Attend workshops and professional education sessions. Seek certification or continuing education credits to meet professional licensing requirements or to keep current on best practices in service delivery.

Minimum qualifications sought:

1. BA, BSW, BSN, RN
2. Experience working with older adults and/or their caregivers preferred.
3. SHIP (Medicare/Medicaid) trained preferred.
3. Have good verbal, written and computer skills.

Hours: In Office - Full-time 40 hours per week. 8:30am-4:30pm, Monday-Friday.

Benefits: Paid time off and holidays per personnel handbook. No health benefits or retirement plan available.