

**TOWN OF DURHAM  
SOCIAL SERVICES COORDINATOR**

**Position Purpose:**

The purposes of this 25 hour per week position are to plan, organize, and administer a comprehensive Human Service Department which includes Senior Services, Senior Café oversight and Social Services to those in need. This position evaluates the needs of the various populations it serves and seeks out funds to provide the appropriate services. This position also serves as the Municipal Agent for the Elderly

**Supervision:**

*Supervision Scope:* Performs a wide variety of special professional and administrative responsibilities requiring an extensive knowledge of social work and senior services

*Supervision Received:* Works under the general direction of the First Selectmen

*Supervision Given:* None

**Job Environment:**

Administrative work is performed in a moderately noisy office at the Town Hall and/or Durham Activity Center; may leave office to visit clients in their homes.

Requires the operation of an automobile, telephones, computers, copiers, facsimile machines, and other standard office equipment

Makes frequent contact with other municipal departments, state agencies, and daily contact with the general public, police, schools, home health agencies, hospitals, social workers, doctors, mental health agencies; communication is frequently in person, by telephone, fax, e-mail and in writing; contacts require a high level of resourcefulness and medical and financial assistance knowledge

Errors in judgment or omissions could result in delays in service, personal injury and legal ramifications

**Essential Job Functions:**

*(The essential functions 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.)*

- Performs direct services in administering the social service program for citizens in need of financial or emergency assistance; conducts interviews with applicants, advises clients of available resources, and assists with applications for state and federal programs; screens and accepts applications for entitlement programs; determines eligibility for emergency and assistance programs including: fuel assistance, local assistance funds, nutrition programs, back to school assistance, and holiday sponsorship programs.
- Interprets State and Federal regulations governing eligibility, methods of payments and legal rights.
- Maintains confidential files and financial and statistical records, and prepares annual reports of social programs as required.
- Oversee the senior lunch program including monthly menu distribution, collecting money, maintaining records of program, insures compliance with all regulations, arranges for inspections. Attends quarterly meetings.

- Develops and coordinates senior citizen program including benefit counseling, health programs, transportation, and lunch program; develops, prepares and distributes senior information; evaluates programs and needs of senior population. Develops and distributes senior newsletter.
- Serves as the Municipal Agent for the Elderly and handles statutory responsibilities; becomes familiar with agencies serving the elderly, maintains records and prepares reports to the State Department of Social Services; publicizes role of the Municipal Agent to public; makes home visits to those in need.
- Provides crisis intervention services and short term counseling, advises clients on available local, state and federal resources and services; initiates referrals and coordinates services as warranted; accepts referrals from, and provides consultation and informational services to public and private organizations.
- Prepares and administers annual operating budget for the department.
- Assists other departments, offices or staff as needed to promote a team effort to serve the public. Assists Town Assessor in senior tax freeze and deferral program.
- Coordinates Durham/Middlefield Senior Disabled bus service with Middlefield Social Services Director and Middlesex Area Transit. Addresses program and ridership issues for Durham residents.
- Monitors maintenance, mileage and condition of bus to determine timely application for grant funding.
- Prepares annual budget for Durham Middlefield Senior Disabled bus.
- Prepares quarterly billing to Town of Middlefield for reimbursement of quarterly bus expenses.
- Provides Durham residents with timely monthly Durham Middlefield Senior disabled bus schedule.
- Administers the Interchurch Assistance fund along with council. Attends monthly meetings with council.
- Manages the town's responsibilities for evictions.
- Town's contact for Veteran's services and administers applications to the Soldiers and Marine Fund.
- Manages the town's food pantry.
- Administers the renters' rebate program.
- Will be trained as an Operation Fuel application acceptance agent.

**Other Functions:**

- Ex-officio member of Senior Board serving as staff to the board.
- Performs related work as required.

**Minimum Required Qualifications:**

Education, Training and Experience:

The qualifications required would generally be acquired with an Associate's Degree in Social Work, or some closely related field, and (3) three years of responsible social service experience. A Bachelor's Degree in social work or related field, or a counseling certification, may be substituted for (2) two years' work experience in the social service field; or an equivalent combination of education, work experience and training.

Special Requirements:

Valid Motor Vehicle Operator's License.

Knowledge, Ability and Skill:

*Knowledge:* Thorough knowledge of the philosophy, principles and practices of public social services administration; thorough knowledge of the principles and practices of modern professional and social work methods; thorough knowledge of State Statutes and eligibility requirements for public assistance as well as legislation relating to the aging, disabled and other social services; knowledge of available town, state, federal and private resources available to all program applicants; knowledge of medical issues facing senior citizens

*Ability:* Ability to administer an emergency assistance program including the maintenance of accurate case and financial records; ability to secure funding from State, Federal, and private sources; ability to represent the department and Town before various groups, agencies, and organizations; ability to deal effectively with Town staff and officials, State officials, service clients, and the public; ability to maintain confidential data; ability to assign, train, and supervise staff; ability to prepare and administer an operating budget for the department; ability use computers to administer programs

*Skill:* Excellent verbal and written communication skills; aptitude for working with people; aptitude for working with paperwork and details; skill in using the above mentioned office equipment; skills associated with the supervision and training of staff

**Physical and Mental Requirements:**

The work requires intellectual abilities and a variety of physical capabilities. While performing the duties of this job, the employee is frequently required to sit, use hands to finger and talk or hear; occasionally required to stand and walk; and reach with hands and arms. Employee occasionally must be able to climb and kneel. The employee must be able to drive to visit clients. The employee must occasionally lift and/or move up to 30 pounds. Specific vision abilities required by this job include close, peripheral, depth perception and distance vision. This position requires the ability to operate a keyboard and calculator. The employee must be able to hear normal sounds, distinguish sound as voice patterns and communicate through human speech.

*(This job description does not constitute an employment agreement between the employer and employee. It is used as a guide for personnel actions and is subject to change by the employer as the needs of the employer and requirements of the job change.)*