

Job Openings

POSITION TITLE	<u>INFORMATION & ASSISTANCE MENTAL HEALTH SPECIALIST</u>
Job #	25-SS-0010
Program:	Social Services
Reports to:	Mental Health Program Manager
FLSA:	Full Time, Non-Exempt
Wage:	DOE

SUMMARY RESPONSIBILITIES:

Provide information on mental health and chemical dependency services to older adults and the community in order to assist functionally impaired older adults with maintaining their maximum level of independence. Link older adults with community resources so that they may obtain necessary services and benefits and facilitate referrals to mental health and chemical dependency providers.

ESSENTIAL DUTIES AND RESPONSIBILITIES

A. Providing Information and Service Referral

1. Conduct client intake interviews and screening assessments by phone to determine client needs
2. Provide detailed information by phone on services, programs and benefits to direct the caller to the most appropriate service or program
3. Facilitate referrals to appropriate services or programs
4. Provide information to callers on resources, such as mental health services, housing, emergency funds, adult protective services, etc.; may help to facilitate short-term intervention until a long-term plan can be developed
5. Respond to crisis calls in accordance with agency crisis and emergency response protocols
6. Counsel family members or other appropriate persons on managing complex client situations; provides supportive counseling, as well as resource information
7. Help callers identify alternative or informal resources when community resources are not available or not appropriate
8. Conduct in-depth, often complex, interviews by phone to determine if the situation indicates the need for more intensive follow-up by phone; independently determine referral point(s) and make additional community/family contacts as needed
9. Interact with other service providers to create effective access to services.

B. Client Assistance

1. Conduct comprehensive assessment by phone to determine client assets, deficits and needs; identify formal and informal community resources to meet those needs; determine plan to address those needs with consent of the client
2. Encourage/advise client in problem-solving; make referrals when necessary and follows-up to ensure that resources are obtained in a timely manner; provide advocacy to make sure benefits and services are received
3. Coordinate services with other community contacts and resources to ensure coordinated service delivery
4. Provide supportive counseling to clients and their family members/interested other persons; help them to deal with stress arising from client impairment, making changes in the current living situation or planning a move to residential care

5. Maintain accurate, up-to-date and complete records of client and collateral contacts; responsible for monthly statistical reporting

C. Resource Database

1. Discovery of mental health and chemical dependency community resources for inclusion in the Information and Assistance Resource Database
2. Update and enhancement of Resource Database records
3. Development and update of resource handouts and other program materials

D. Additional Duties

1. Utilize consultation with service providers and other professionals to enhance client services
2. Participate in the Program's publicity plan including public speaking as appropriate
3. Participate in training designed to improve skills and expand areas of expertise

EDUCATION AND EXPERIENCE REQUIRED

- BA in relevant field (social work, gerontology, psychology, counseling and guidance, sociology, human services)
- Two (2) years of paid experience providing direct services with focus on mental health and/or chemical dependency services preferred
- Proficient in MS Office and Windows; as well as experience working with databases
- Must have a valid WA State driver's license , proof of insurance and reliable transportation

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED

- Demonstrated ability in oral and written communication and the ability to relate well with a diverse population
- Training or experience in interviewing skills
- Ability to problem-solve and work in stressful situations
- Ability to provide information to individuals and groups, family members and other caregivers to promote self-help
- Knowledge and experience with the screening process for eligibility requirements and ability to identify unmet needs and service barriers of clients
- Knowledge of and ability to work with various programs and services in community to ensure effective service delivery and non-duplication of service
- Ability to maintain records of activities and contacts according to established project procedures

ERGONOMIC REQUIREMENTS

The functions of this position are not necessarily physically demanding. The functions are usually performed sitting, but may require some amount of time standing. Some amount of stooping, bending, crouching, lifting, walking, carrying and other movements may be required. Must be able to remain seated without a break for periods of up to two hours. Must have the ability to see, hear and speak adequately to perform the functions of this position. Travel during normal business hours to various locations may be necessary. Must be able to perform the essential functions of the position with or without reasonable accommodation. SSSC is a non-smoking environment. Must successfully complete a criminal background check.

CLOSING DATE: August 27, 2010

POSITION TITLE: HOUSING SOCIAL SERVICE COORDINATOR

Job # 23-SS-0010
Program: Housing Social Services
Reports to: Housing Social Services Supervisor
FLSA: Full-Time, Non-Exempt
Wage: DOE

SUMMARY:

Assist seniors in low-cost housing to obtain needed assistance and supportive services in order to maintain highest quality of independent living possible. Screen for eligibility requirements and identify unmet needs and service barriers. Provide information to residents or groups of residents, family members, other caregivers and housing staff to promote self-help. Keep in contact with and/or observe situations with residents who may be at risk in order to react with appropriate service referral. Prepare service plans (with resident consent), make appropriate contacts and program referrals, and follow-up to ensure service delivery. Provide information and training to housing staff in identifying "at risk" and "frail" residents, and advocate on behalf of residents when housing difficulties occur.

ESSENTIAL DUTIES & RESPONSIBILITIES

- Provide information to residents or groups of residents, family members, other caregivers and housing staff to promote self-help
- Screen for eligibility requirements and identify unmet needs and service barriers
- Prepare service plans (with resident consent), make appropriate contacts and program referrals, and follow-up to ensure service delivery
- Keep in contact with and/or observe situations with residents who may be at risk in order to react with appropriate service referral, establish trust, and encourage service use when a resident is reluctant to seek needed help
- Provide information and training to housing staff in identifying "at risk" and "frail" residents, and advocate on behalf of residents when housing difficulties occur
- Work with programs and services in community to ensure effective service delivery and non-duplication of service
- Assist with other support services as requested by the Director of Housing Social Services
- Must maintain records of activities and contacts according to established project procedures
- Prepare monthly reports of activities
- Attend in-service training sessions and staff departmental meetings

EDUCATION AND EXPERIENCE REQUIRED:

- BA degree in Human Services or a related field
- 2 years of a combination of professional education and social services experience which would provide a sufficient background to accomplish the duties of this position
- Training or experience in counseling skills

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:

- Demonstrated ability working with seniors or in a social work position. Preferred experience would include a general knowledge of the aging process and at least two years of full-time paid or volunteer experience working with the elderly
- Preferred experience may include mental health or medical experience of equal relevance
- Strong detail orientation, organizational and time management skills
- Excellent written and oral communication skills
- Must have excellent customer service skills and be able to relate well with a diverse population and staffing levels and show respect, care and concern in appropriate ways

- Knowledge of resources for the elderly and disabled a plus
- Ability to problem-solve
- Demonstrated ability in oral and written communication
- Knowledge of basic computer skills

ERGONOMIC REQUIREMENTS

The functions of this position are not necessarily physically demanding. The functions are usually performed sitting, but may require some amount of time standing. Some amount of stooping, bending, crouching, lifting, walking, carrying and other movements may be required. Must be able to remain seated without a break for periods of up to two hours. Must have the ability to see, hear and speak adequately to perform the functions of this position. Travel during normal business hours to various locations may be necessary. Must be able to perform the essential functions of the position with or without reasonable accommodation. SSSC is a non-smoking environment. Must successfully complete a criminal background check.

CLOSING DATE: August 20, 2010

POSITION TITLE: HOUSING MAINTENANCE PROGRAM ASSISTANT

Job #: 24-HS-0010
Program: Housing Program
Reports to: Housing Maintenance Director
FLSA: Full-Time, Non-exempt
Wage: DOE

POSITION SUMMARY:

This position provides administrative support to the Housing Maintenance Programs at Senior Services of Snohomish County. Included but not limited to, are the following responsibilities:

ESSENTIAL FUNCTIONS:

- Provide telephone support to Resident Managers; take accurate messages as needed, provide information about the work order process as needed
- Establish and maintain apartment and building files
- Ensure compliance with program requirements
- Prepare, prioritize and dispatch work orders/end of month/dashboard reports, maintain work orders in a general numeric system and by project, including both initiating and completing work orders. Track work orders to completion. Prepare work order reports
- Data Entry/Word Processing: maintain database, information entry, create reports, letters, flyers, inspection notices, and other documents. Track data as needed or requested by Housing Maintenance Director.
- Maintain Annual inspections of Systems, i.e. fire, pull cord, fire extinguishers, elevators etc.
- Receive work order requests from residents and Resident Managers, complete work order forms, prioritize and dispatch
- Identify ADA requests and channel through appropriate staff and procedures
- Ensure tenant billing is recorded, create invoices for housing management staff.
- Set up and maintain inventory of items in units by item and serial number. Data entry of records changes, alterations, and additions in units as well as those in the common area by project. Assist with scheduling and tracking all annual unit inspections and inspections by funders. Assist with preparing work orders that may result from unit inspections. Prepare reports of unit changes
- Assist with soliciting bids from vendors. Schedule vendor appointments. Maintain and update vendor lists and files. Assist with tracking vendor requests and follow-up progress and completion
- Assist with determining the tasks that are needed to complete the unit turn and with ensuring move-out inspections are completed satisfactorily. Schedule vendors& maintenance staff to complete unit turns.
- Assist with ensuring keys have been returned, locks have been turned and new keys are ready at move in, track billing for lost keys
- Serve as liaison between maintenance crew, Resident Managers, Housing Specialists and Managers
- Maintain project book of warrantee issues and outcomes
- Assist with notifying and follow-up on contractor warrantee issues and completion
- Track/schedule preventative maintenance
- Order supplies for units/buildings/staff
- Track and enter timesheets
- Maintain calendars: vacation, on call, unit turn, vendors
- Maintain client roster- up date pull cord monitoring telephone numbers as needed
- Photocopy, file, prepare forms, documents and letters as assigned, and other duties as needed

EDUCATION AND EXPERIENCE REQUIRED:

- High school diploma or GED
- Two to three years administrative experience that provides the knowledge, skills, and abilities required to complete the assigned tasks
- Previous computer experience with Microsoft Office. Experience with databases preferred
- Experience maintaining filing systems
- Experience working with the elderly or disabled desired

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

- Ability to receive telephone calls from the public, respond to inquiries, and communicate with coworkers and others by telephone
- Ability to communicate orally effectively with others with or without the use of an interpreter
- Ability to accurately input data into database
- Ability to compose effective written documentation and correspondence using computers and typewriters
- Ability to read English language to sufficiently be able to read information contained in applications, rules and regulations; to understand and respond accurately to inquiries, and to handle equipment and documents
- Ability to perform the essential functions of this position with or without reasonable accommodation
- Candidate must have demonstrated ability to work well with a diversified population. Must be sensitive to the needs of low-income elderly and disabled persons while being responsible for enforcing rental rules and regulations. Experience working with the elderly or disabled is a plus.
- Candidate must be able to work with difficult people
- Candidate must have knowledge of office practices and equipment, including but not limited to: computers, printers, fax machines, copy machines and 10-key machines. Experience working with Microsoft Office, including Word for Windows, Excel, and internal networks a plus
- Must have the ability to work well with others
- Experience with large data systems (i.e. Yardi, Boston Post)

ERGONOMIC 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. The functions of this position are not necessarily physically demanding. The functions are usually performed sitting, but may require some amount of time standing. Some amount of stooping, bending, crouching, lifting, walking, carrying and other movements may be required. Requires travel away from office during normal business hours. Non-Smoking environment. Must successfully complete a criminal background check.

CLOSING DATE: Wednesday August 25, 2010

TO APPLY TO THE ABOVE POSITIONS:

SSSC Applications are available onsite or to download & print at: www.sssc.org

Please submit Cover Letter & Resume and/or SSSC Application to:

Senior Services of Snohomish County,

Attn: HR Department

8225 44th Ave. W., Suite O

Mukilteo, WA 98275

Email: humanresources@sssc.org, or

Fax: 425.290.1244

No phone calls or email inquiries please.

Senior Services of Snohomish County is an Equal Opportunity Employer