

**POSITION TITLE:** Client Services Coordinator  
**DEPARTMENT:** Parks & Recreation  
**FLSA STATUS:** Non-Exempt  
**SALARY GRADE:** F  
**REPRESENTATION:** None

**GENERAL POSITION SUMMARY:**

The Client Services Coordinator (CSC) provides information and case management services to senior citizens and other low-income individuals who require assistance in meeting daily needs. The CSC will perform client needs assessments, case monitoring, and administrative duties relating to social services needs to populations served. The CSC will identify alternative resources when necessary and available to assist clients in maintaining their independence. The CSC will facilitate our volunteer program, outreach efforts and fundraising for nutrition, senior and recreation services.

**ESSENTIAL JOB FUNCTIONS:**

- Contact and provide older adults, individuals experiencing disabilities, and their families with information and assistance on state, county, and local assistance; eligibility for federal programs; referral to community resources and services; and develop case plan to meet their needs.
- Perform case management functions, including outreach, assess client need and eligibility for Home Delivered meals, in-home services, transportation, geriatric assessment, individual and family consultations.
- Coordinate and facilitate communication with clients, family members, and agencies to meet client's needs.
- Use center vehicles (14-passenger bus, cut away and Ford Econoline van) to transport clients to and from the center, their home, and Senior Center activities and trips.
- Travel to clients' homes to complete home visits and assessments.
- Act as ready resource to clients by maintaining a visible presence for seniors who attend meals and activities at the Center; handle information requests from callers and "walk-ins"; maintain up-to-date resource file to effectively respond to queries.
- Oversees activities of monthly Respite Program and the Alzheimer's support group to ensure continuous operations.
- Oversees Senior Companions Program, energy assistance and supervise volunteers.
- Ensure appropriate and timely data collection, recording, and reporting of services mandated by Older American Act and County contract.
- Maintain an accurate written record of contacts with clients, prepare reports, and adhere to client confidentiality.
- Attend Clackamas County Social Services meetings and other trainings as appropriate pertinent to aging and social services issues.
- Liaise with Department of Human Services – Senior and People with Disabilities (DHS-SPD) to coordinate services, eligibility for reimbursement, and enhance case management for Medicaid clients.

- Address trends in population and service options by attending training and workshops. Establish and maintain relationships with state and local professional organizations.
- Provide education and outreach to local gatekeepers, community members, and partners about available resources and possible opportunities for collaboration.
- Provide prompt and reliable service, respond in a timely manner and follow through on commitments made to customers while providing an estimated timeline for customers.
- Establish and maintain positive working relations with coworkers, citizens, and general public.
- Support the development and execution of marketing materials, adapting scopes, timelines, and deliverables as needed for maximum benefit.
- Recruit, train and retain volunteers for senior and recreation services.
- Create fundraising goals and facilitate events to help raise money for our department.
- Perform other duties as required.

**JOB SPECIFICATIONS:**

Bachelor's degree from an accredited college or university with major coursework in social work, psychology, gerontology or a related field, or an equivalent combination of education and experience is required. A minimum of two years in a government, community, social service agency, or organization including responsibility for independent case management and face to face client contact.

**Mandatory Requirements:**

- Provides superior quality customer service to ensure each person is treated with dignity, respect and patience.
- Ability to work as a team member with a diverse group of people.
- Ability to understand and follow written and oral instructions and gives clear and concise directions, both orally and in writing.
- Excellent interpersonal, oral and written communication skills with the ability to exercise good judgment, courtesy, and tact in public contact in resolving often urgent, multiple and complex problems.
- Must have reliable transportation to conduct home visits.

**Necessary Knowledge, Skills and Abilities:**

- Ability to work in a busy office setting and balance multiple tasks simultaneously.
- Strong ability to use operating software including, Word and Excel and Google Docs.
- Strong attention to detail, follow through and good time management skills are essential.
- Working knowledge of applicable city, county, and state rules, regulations, laws, procedures, functions, and community resources available for seniors and disabled citizens.

**Special Requirements/Licenses:**

- Possession of, or required to obtain, a valid driver's license within thirty (30) days of hire.
- Must have a safe driving record.
- Ability to obtain and maintain a Ride Connection Driver Approval.

- Must be able to pass the department's security clearance standards, including Reference check, Criminal History check and satisfactory driving record.
- Defensive Driving class upon hire and every 3 years thereafter.
- Cardiopulmonary resuscitation (CPR)/AED/First Aid certification within sixty (60) days of hire.

**SUPERVISION RECEIVED:**

Works under the direction of the Senior Services Manager.

**SUPERVISORY RESPONSIBILITIES:**

This position may supervise volunteers.

**PHYSICAL DEMANDS:**

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 job functions.

- Required to walk up and down stairs or to sit for long periods of time and must have the hearing and speaking ability to carry on conversations in one-on-one, small group settings and conduct formal presentations.
- Pushing, pulling, bending, crouching or stretching ability adequate to properly secure mobility devices on and off assigned vehicles.
- Able to reach with hands and arms, use hands to finger, handle, operate objects, tools, or controls and must have sufficient hand eye coordination to operate common business equipment.
- Ability to push and pull mobility devices as required.
- Must be physically able to assist passengers in and out of vehicle. Frequently performs lifting, pushing, and/or pulling which does not exceed 50 pounds. Work is primarily sedentary, but may involve some physical exertion, such as kneeling, crouching or lifting.
- Eye Strain from working with computers and other office equipment.
- Occasionally required to push up to 100 pounds when assisting patrons in their wheelchair on and off the vehicle.

**TOOLS AND EQUIPMENT USED:**

- General office computer/equipment including, but not limited to, keyboard, computer software, 10-key calculator, document scanning, copier, fax machine, telephone system, and some AV equipment.
- 14-passenger cutaway van; 14-passenger Ford Econoline van; and smaller transit vehicles as required.

**WORK ENVIRONMENT:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Work is performed mostly in an office setting in well-lighted, temperature controlled office environment.
- The noise level in the work environment is usually quiet with frequent interruptions. Customer contact is high. These interactions may reach moderate noise levels.
- While performing the duties of this job, the employee may also work outdoors.
- Work is intermittently performed in the outdoor work environment, travel from site to site; exposure to noise, smoke, fumes, and gases.
- Availability to work occasional evenings, weekends, or other irregular hours, and, as necessary, to provide support and services to customers.

*This description covers the most significant essential and auxiliary duties performed but does not include other occasional work which may be similar, related or logical assignment to the position.*

**John Wallace**  
**Community/Senior Center Manager**

Adopted: Unknown  
Revised: 10/2018, 8/2020, 9/2022

*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.*

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**Employee**

**Date**