

## **Senior Services Client Service Representative | Central Iowa – Part Time – 25 hours per week**

An immediate opening exists for an experienced part time social service professional to assist with the administration of the Senior Community Service Employment Program (SCSEP). The service area for this position is in Central Iowa. Residency in this area is also a requirement.

The incumbent is responsible for assisting with the following:

- supervision of office environment and participant aides
- overseeing services rendered to Senior Community Service Employment Program (SCSEP)
- client services and case management activities within his/her assigned geographical area.

In addition, he/she will supervise SCSEP Participants who assist with administering the program.

### **RESPONSIBILITIES:**

- Monitor program participants' progress in skills development and job search activities on a monthly basis.
- Must maintain accurate, current and complete documentation of case notes on all interactions with assigned program participants
- Determine supportive service needs and advise program participants on all services for which they are eligible.
- Serve as a liaison to program participants and agency training sites to answer questions; resolve problems/concerns and ensure a productive training/employment experience for all parties involved.
- Engage in community outreach efforts to raise awareness of the needs of older workers, recruit new program clients and host agency training sites.

### **KNOWLEDGE & SKILLS:**

- Excellent communication (oral and written) and interpersonal skills.
- Must be adept at developing rapport, interacting effectively, and when necessary, resolving conflicts with diverse personnel.
- Demonstrated computer proficiency with Microsoft Office.
- Superior problem-solving and organizational skills along with high attention to detail and consistent reliable follow-through.
- Must be able to prioritize and manage multiple projects to meet deadlines and achieve performance metrics.
- Energetic, adaptable team player who can work collaboratively as well as independently.

### **MINIMUM QUALIFICATIONS:**

- Must have an associate degree or actively pursuing a bachelor's degree from an accredited university in social services, psychology or related field.
- Minimum 2 years' social service experience, ideally in an employment/training setting and/or working with seniors
- Must have access to insured reliable vehicle to travel within region. Occasional out of state and overnight travel required.

Interested candidates should submit a resume with cover letter and salary expectations to:

[careers@nationalable.org](mailto:careers@nationalable.org)

EOE AA M/F/Vet/Disability