

**TOWN OF LEDYARD
SOCIAL SERVICES COORDINATOR**

NATURE OF WORK:

This is a highly responsible position, dealing with complex and confidential information in planning, administering and organizing social service programs by the Ledyard Social Services.

SUPERVISION RECEIVED:

Receives general direction from the Mayor. Assignments are generally independently prioritized and accomplished.

SUPERVISION EXERCISED:

Coordination of community service volunteers

ESSENTIAL JOB FUNCTIONS:

Administers the social service program in the functional areas of emergency assistance and case management to individuals and families in need. Assists the public in response to requests for service, referrals, as well as complaints. Screens and directs calls to the appropriate service provider within the department or outside agency(s). Receives and endeavors to resolve citizen complaints and need for services. Works closely with the public and volunteers in the coordination, receipt and distribution of food donations to the food pantry.

Prepares, organizes and administers, all Holiday and Seasonal Programs including the backpack program, Holiday Baskets, Toy Drive and Adopt A family.

Administers the human service programs in the areas of emergency assistance to individuals and families in need in the community, through Ledyard Inter-Church Emergency Assistance Fund, (LICEAF).

Enters and records all confidential client and clinical information, including reports to the Town, State or other official agencies. Maintains all confidential client case files and ensures the protection of the sensitive information relating to the client's circumstances.

Establishes and maintains appropriate working relationships with State and Federal officials, Town officials, public offices, the general public, consultants, other departments, and agencies.

Act as Municipal Agent for the Town of Ledyard. Assists town residents ages 60+ by providing information and referrals to local, state, and federal services and benefit programs. Municipal Agents are familiar with programs and benefits such as Medicare, Medicaid, SNAP (Food Stamps), Social Security, protective services, legal services, adult day care, housing, transportation, and local senior and community groups. Many also help seniors fill out application forms for benefits.

QUALIFICATIONS PROFILE:

Knowledge, Skills and Ability

Skills and knowledge required in this position would generally be acquired with a Bachelor's Degree in Social Services, Public Administration, or closely related field, with three years of social services program administration experience, or a combination of the aforementioned education and practical experience totaling five years of progressively responsible social services program administration experience.

Knowledge of local government organizations as well as state and federal programs.

Ability to analyze, interpret and implement laws and regulations. The ability to acquire a working knowledge of community resources and opportunities. Accurate records must be maintained, and general reports must be prepared with the ability to exercise discretion in handling confidential information.

Proficient use of computer software used in the Town Hall as applied to office applications, internet applications and the ability to acquire knowledge of Town financial and record keeping systems within a reasonable period of time.

Ability to establish and maintain effective and courteous working relationships with public officials, residents, members of the general public, other agencies, co-workers, and subordinates, and to effectively and discreetly convey information as required.

Ability to regularly engage in activities necessitated by the position outside of normal business hours, i.e., evening meetings, emergencies, etc.

LICENSE OR CERTIFICATE

Valid Motor Vehicle Operator's License.

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.

While performing the duties of this job, the employee is frequently required to speak and hear; walk; sit; stand; bend; stoop; kneel, use hands and fingers to handle, feel or operate objects, tools or controls; reach with hands and arms, use wrist for repetitive motion. The employee must occasionally lift and/or move up to 20 pounds. Specific vision abilities required by the job include close vision and the ability to adjust focus. Hand/eye coordination is necessary to operate computer and various pieces of office equipment.

The employee must be free from mental and/or physical disorder which would interfere with the performance of duties as described, and have the ability to maintain his/her composure with the public and co-workers in every day stressful and emergency situations. Employee may occasionally have to function in situations where subjected to aggressive verbal behavior.