

Middletown, CT Job Description

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| Classification Title | Benefits & Social Services Counselor |
| Job Code | |
| Department | Recreation & Community Services |
| Union Group | AFSCME 466 |
| FLSA Status | |
| Pay Grade | |

PURPOSE OF POSITION

The purpose of this position is to serve as the City of Middletown's Municipal Agent, ADA Coordinator and CHOICES Counselor. Provides research and investigation in support of City's aging population and persons with disabilities. Provides information, referrals and resources to senior citizens regarding housing, nutrition, transportation, fuel assistance, legal services and health care. provide senior clientele with information on resources, referrals to services and general assistance. The work is performed under the direction of the Recreation and Community Services Director.

ESSENTIAL DUTIES & RESPONSIBILITIES

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Employees may be requested to perform job-related tasks other than those specifically presented in this description.

- Provides information and assistance on programs, which includes Supplemental Nutrition Assistance Program, Medicare Savings Plan, Low Income Subsidy and Medicaid, including food stamps, housing, meals-on-wheels, nutrition sites, transportation, income tax assistance, fuel assistance, social security procedures, property tax relief, Medicare, Medicaid, protective services, legal services, home/health care and other sources designed to assist an elderly population.
- Addresses problems or concerns that elderly and families may encounter, assists seniors with application forms, including those on the Internet.
- Develop relationships with agencies and organizations servicing the elderly. Maintains monthly detailed reports. Administers and maintains records for assistance, activities, coordinated and committees served on. Submits annual report to the Elderly Services Division of the Department of Social Services.
- Distribute public service announcements to promote programs, services and functions regarding the services offered by the Senior Services Specialist. Provides information on health insurance options to persons aged 60 and older with disabilities. Assists clients in understanding options. Counsels on Medicare plans. Plans, schedules, leads and evaluates annual Medicare open enrollment events.

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- ~~Administers and maintains records for assistance, activities coordinated, committees served on and submits a copy of the annual report to the Elderly Services Division of the Department of Social Services and the Chief elected official. Manages Committee Concerning People with Disabilities. Schedules annual meetings dates. Transcribes minutes, creates agenda and sends to Town Clerk's office.~~
- ~~Attends annual training session coordinated by the Elderly Services Division of the Department of Social Services. Creates monthly newsletter to reflect each month's activities. Promotes programs, services and functions held at Senior Center. Provides weekly Public Service Announcements.~~
- ~~Serves as ADA ~~compliance officer. Coordinator.~~ Investigates and researches various issues and complaints. Consults and signs specifications pertaining to ADA compliance for projects throughout the City. Assists disabled individuals of all ages. Generates monthly report to Recreation and Community Services Commissioners. Responds to inquires; acts as the Mayor's liaison and provides assistance and information. Maintains library of information and provides such to departments. Works with state agencies on resolutions.~~
- ~~Initiate and maintain contact with other Municipal Agents in his/her region. Coordinates monthly Senior Entertainment Events. Advertises events and takes payments.~~
- ~~May assist with duties of the Program Services Coordinator within the department.~~
- ~~Prepares a variety of reports, documents and correspondence.~~
- ~~May provide home visits to assist homebound senior residents with applications and other forms, as needed.~~
- Perform other related duties as assigned.

MINIMUM JOB QUALIFICATIONS

Education and Experience

Bachelor's degree in Social Work or related field with three years of related experience or any combination of education and experience that provides equivalent knowledge, skills and abilities.

Appropriate education substitutions can be made.

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Other

- Member of Americans with Disabilities Act Coalition of Connecticut and CHOICES Counselor Certification.

PREFERRED QUALIFICATIONS

Bachelor's degree in Social Work, ADA training/experience and Medicare Certification. Bilingual.

KNOWLEDGE, SKILLS, and ABILITIES

- ~~Requires the ability to perform mid-level data analysis including the ability to audit, deduce, assess, conclude and appraise. Requires discretion in determining and referencing such to established criteria to define consequences and develop alternatives.~~Knowledge of federal and state benefit programs
- Requires the ability to persuade, convince, influence, train and monitor, in favor of a desired outcome.
- ~~Requires the ability to act as a lead person.~~Knowledge of area resources for aging populations
- ~~Requires the ability to utilize a wide variety of reference, descriptive, advisory and/or design data and information such as financial statements, attendance records, contracts, receipts, program records, reports, promotions, manuals, procedures and non-routine correspondence.~~Ability to research and investigate complaints/issues pertaining to Americans with Disabilities Act
- ~~Requires the ability to communicate orally and in writing with the Director of Parks & Recreation, all department staff, other City departments, vendors, local, state and federal agencies, senior citizens, the media and the public.~~Knowledge of state laws, statutes and ordinances pertaining to the American with Disabilities Act
- ~~Requires the ability to perform addition, subtraction, multiplication and division; and to calculate percentages and decimals.~~Ability to performs mid-level data analysis including ability to audit, deduce, assess, conclude and appraise
- Ability to Relate to and interact with a non-traditional and diverse student and employee population
- Ability to Work independently
- Ability to Balance competing requirements and needs of client organizations

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- Ability to Apply listening and interview skills, work under pressure, address conflict, solve problems, and make sound split-second judgments
- Ability to Read, analyze, and interpret standards, policies, procedures, and regulations
- Ability to Develop and write reports, policies, and correspondence
- Ability to Handle common inquiries or complaints
- Ability to Effectively present information and respond to questions from students, faculty, staff, and visitors
- Ability to Define problems, collect data, establish facts, and draw valid conclusions
- Ability to Exercise good judgment and focus on detail as required by the job
- Ability to Operate standard office equipment, such as computer keyboards and monitors, copiers, scanners, and telephone
- Ability to Use (or learn to use) computer software and systems applicable to the position
- Ability to Follow oral and written instructions and procedures
- Ability to Collect, organize, and interpret data and prepare accurate records
- Ability to Compare data from a variety of sources for accuracy and completeness
- Ability to Organize large volumes of detailed data and information
- Ability to Verify and maintain accuracy of detailed data and information, detect data errors
- Ability to Meet schedules and deadlines of the work unit
- Ability to Communicate in English effectively orally and in writing
- Ability to Maintain well-organized materials, files, systems and tools
- Ability to Aadapt to changes in work situations and priorities
- Ability to Reason/analyze; use logic to identify and resolve problems
- Ability to Evaluate, organize, and summarize data and information
- Ability to Establish and maintain constructive and cooperative interpersonal relationships with staff, peers, supervisors, or managers in the work unit and other departments, as well as with staff of outside entities and other individuals, as applicable to the essential duties and responsibilities

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- ~~Ability to S~~satisfyies the needs of internal and external customers accurately and promptly, treating customers with fairness and respect.

PHYSICAL REQUIREMENTS

- ~~Requires the ability to operate, calibrate, tune and synchronize, and perform complex rapid adjustment on equipment, machinery and tools such as a computer and other office machines and/or related materials used in performing essential functions.~~
- ~~Ability to coordinate eyes, hands, feet and limbs in performing skilled movements such as rapid keyboard use.~~
- ~~Tasks involve the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and pulling of objects weighing five to ten pounds.~~
- ~~Requires the ability to recognize and identify similarities or differences between characteristics of colors, shapes and sounds associated with job-related objects, materials and tasks.~~

Exerting up to 20 pounds of force occasionally, up to 10 pounds of force frequently, and/or a negligible amount of force constantly having to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for the Sedentary Work category and the worker sits most of the time, the job is rated Light Work.

WORKING CONDITIONS

The working conditions 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.

- ~~Ability to work under safe and comfortable conditions where exposure to environmental factors is minimal and poses a very limited risk of injury.~~

Position requires stooping, kneeling, crouching and reaching.

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The City of Middletown, CT is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

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| Date created: | 02/25/15 |
| Dates revised | |