



**City of Meriden  
JOB ANNOUNCEMENT**

**Community Services Worker - Meriden Senior Center**

The City of Meriden, Department of Health and Human Services, is hiring a part time (19.75 hours per week) Community Services Worker to assist Meriden residents with economic, social, medical, housing, and wellness issues. This position works out of the Meriden Senior Center, yet will assist residents 18 and over.

This position involves conducting intakes to determine eligibility for available programs, assessments, making referrals, monitoring client status and progress. This position will also see clients eligible for the state Renter's Rebate program. The Community Services Worker is a point of contact for Meriden individuals and families in need of assistance. The work will require that the employee have thorough knowledge in and skill and ability to navigate social service programs at local, state, and federal levels.

The starting salary is \$17.75 per hour. Apply on line at <https://tinyurl.com/meridencareers> and you can e-mail your resumes/applications to [humanresources@meridenct.gov](mailto:humanresources@meridenct.gov). Applications are also available in the Meriden Human Resources Department, City Hall, 142 East Main Street.

The position will remain open until filled. The anticipated start date is Tuesday, October 1, 2019.

The City of Meriden has an anti-nepotism policy. Please review the policy on the City of Meriden website. E.O.E



**Job Title: Community Services Worker**

**Status: Part-time, 19.75 hrs week**

**Union: No**

**Office: Meriden Department of Health and Human Services, Senior Center**

**GENERAL DESCRIPTION:**

This position is responsible for assisting Meriden residents with economic, social, medical, housing and wellness issues. The customer-driven work includes conducting intakes to determine eligibility for available programs, assessments, making referrals, monitoring client status and progress and recordkeeping. This position also sees clients eligible for the state Renter's Rebate program. This position will serve as a point of contact for individuals and families in the community in need of assistance and ensure awareness of all available resources and programs for which they may be eligible. The work requires that the employee have thorough knowledge in and skill and ability to navigate social services programs at the local, state and federal levels.

**SUPERVISION RECEIVED:**

Works under the direction of the Senior Affairs Administrator.

**EXAMPLES OF DUTIES:**

Aid those eligible for the seasonal Renter's Rebate program complete their application for rebate.

Provide individual and family case management as needed on topics including but not limited to health insurance, Medicare/Medicaid, housing, and food assistance.

Provide community program information and referrals, consulting with the Senior Affairs Administrator or Director of Health and Human Services on more complicated cases.

Independently research available programs and resources to increase knowledge base and ability to assist residents. Engages in opportunities for professional development as identified by the Supervisor.

Handle routine social service program inquiries, both in-person and over the phone.

May respond to social service issues and incidents in the Senior Center that are of a higher level of need.

Accepts cases from referring social service agencies pertaining to seniors and other residents.

Keeps appropriate records including daily log sheets, client case records, and statistics for monthly reports.

Other community service duties as assigned.

**KNOWLEDGE, SKILLS AND ABILITIES:**

Knowledge of the socio-economic challenges for seniors and other residents in our community and the resources available to address those challenges.

Ability to assess client needs and identify resources to help them directly or make appropriate referrals.

Ability to work with a diverse community.

Ability to work with difficult clients.

Ability to counsel clients with respect and dignity, and maintain client confidentiality at all times.

Customer-service driven.

Able to handle several tasks simultaneously in a busy office-environment where attention to detail is critical.

Ability to use Microsoft Office Suite (Word, Excel), email, and local/state/federal online portals. Internet proficiency to accomplish research as necessary.

**QUALIFICATIONS:**

Associate's degree in human services, social work, or public health and a minimum of 2 years of providing direct service in community based case management or social services programs.

CHOICES certification preferred; if not certified upon hire, completion of certification required to be completed within one year of hire.

Must have and maintain a valid Connecticut driver's license.

Bilingual (Spanish) a plus.