

## **Knoxville-Knox County Community Action Committee**

### **Office on Aging - Project Live**

#### **Job Description**

##### **Job Title: Community Service Specialist**

**Summary:** An employee in this class is under the direct supervision of the Project Live Senior Manager and serves older clients to support their ability to function independently in their own homes.

Duties include but are not limited to an in-home assessment of need; development of service plan; assistance in applying for and obtaining benefits and available community services; providing direct services including escorted transportation, and other errands with or for the client if needed.

#### **Essential Duties And Responsibilities:**

- Complete client assessment in the home as instructed to identify eligibility for available community resources and services.
- Collect information and forms necessary to determine initial eligibility and reauthorization for CSBG services.
- Develop service plan with client according to identified needs.
- Escort clients in personal automobile to medical appointments, shopping, and other essential errands, as appropriate.
- Assist client with filling out forms as needed.
- Report in writing and orally, as instructed, on services provided and observations about client status changes.
- Coordinate and communicate with other agencies and services to accomplish what needs to be done for the client, as outlined in the service plan.
- Advocate for services for the client when necessary.

- Be willing to visit in homes of all social and economic levels and to transport occasionally difficult clients in one's own car when appropriate.
- Prepare reports as required.
- Utilize computer to access database and record activities as instructed.
- Performs other duties as assigned by Program Manager.
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**Knowledge And Abilities:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

- Ability to communicate effectively, both orally and in writing.
- Ability to carry out instructions furnished in written, oral, schedule or diagram form.
- Ability to obtain facts by personal contact, observation, and the examination of records.
- Ability to perform basic mathematical computations.
- Ability to use to computer to access data bases and record activities
- Ability to produce accurate reports and correspondence.
- Knowledge of community services for older citizens.

**Education and Experience:** Graduation from high school or an equivalent combination of education and work experience. Must have at least two years related work experience. Must be mature and able to demonstrate good judgment. Must be able to relate to and communicate with older clients as well as volunteers and staff of service-providing programs. Enjoy working with older people required, and experience preferred. Must be flexible and willing to work varied schedule if necessary. Must have good driving record and safe driving habits. Requires valid Tennessee Driver's license and reliable automobile for daily use (mileage reimbursed).

**Annual Salary:** Skill Level 7