

**JOB TITLE:** Evanston Senior Services Coordinator

**EMPLOYER:** North Shore Senior Center

**FLSA STATUS:** Exempt

**LOCATION:** Evanston, IL and NSSC offices in Northfield or Niles, IL

**FT/PT:** Full-time (35 hours/week)

Are you passionate about serving older adults? Would you like to make a difference in the lives of those we serve? If you answered yes, then you will enjoy working at North Shore Senior Center! We are in search of a caring and compassionate Evanston Senior Services Coordinator to join our team. We are looking for someone who will bring their experience and passion to support the independence and well-being of older adults.

NSSC is a small non-profit social services agency with just over 100 employees. For the fourth year in a row, Chicago Tribune has recognized NSSC as a Top Workplace in the Chicagoland area. We work hard to foster a very supportive work environment that promotes a healthy work-life balance. We invest in the training and support of new employees as they start in this new role. Additionally, NSSC provides 18 hours of continuing education opportunities annually.

**SUMMARY:** Provides care coordination services for Evanston residents, provides educational, informational and benefits outreach for older adults and their families within the City of Evanston, serves as North Shore Senior Center liaison to City of Evanston and community groups in coordination with, and as requested by, the Director of Senior and Family Services.

**DUTIES AND RESPONSIBILITIES:**

- Possesses current knowledge of community and social services resources; provides information and assistance re: same
- Works with Senior Building managers to coordinate needs for Evanston participants
- Responds to senior residents' needs in cooperation with City and other social service agencies
- Provides case management for Title III and Community Care Program services for older adults in Evanston
- Provides outreach at the Levy Center, senior buildings, and other Evanston venues on various educational, informational and benefits subjects relevant to them
- Collaborates with the Older Adults Benefits Specialists who oversee Senior Health Insurance Program (SHIP), Low Income Home Energy Assistance Program (LIHEAP), Benefit Access, and Farmers Market coupon volunteers serving Evanston residents
- Serves as liaison to City of Evanston and community groups in coordination with, and as requested by Director of Senior & Family Services
- Makes referrals to other community agencies as appropriate, including Adult Protective Services
- Provides supportive counseling as appropriate for Evanston older adults in their homes or at the Levy Senior Center site
- Completes statistical/data reports in a timely manner
- Completes a minimum of 18 hours of continuing professional education per year
- Attends scheduled staff meetings
- Performs other related duties as assigned by management

**QUALIFICATIONS:**

- Bachelor's Degree (BA, BSW) from four-year college or university in social work or related field
- Master's Degree (MA, MSW) in social work or related field, preferred
- Minimum of 2 years' experience in providing social services for older adults
- Knowledge of federal, state, local, and non-profit social services available to older adults in Evanston
- Familiarity with Older Adults Benefits programs (SHIP training encouraged)
- Certificates, licenses, and registrations required: current CPR/AED and First Aid certifications
- Computer skills required: Microsoft Office Suite; ability to quickly learn internal proprietary database
- Other skills required:
  - Sensitivity to cultural diversity
  - Strong written and verbal communication skills
  - Ability to work independently
  - Ability to develop and make presentations in the community
  - Current driver's license and access to a vehicle

**To be considered for this position, please send your resume and salary requirements to [hr@nssc.org](mailto:hr@nssc.org).**

*EOE: North Shore Senior Center is an equal opportunity employer; applicants are considered for all positions without regard to race (including traits associated with race including, but not limited to, hair texture and protective hairstyles such as braids, locks and twists), color, religion, sex (including pregnancy, gender identity, and sexual orientation), marital status, parental status, national origin, age, disability, veteran status, genetic information, or any other status protected by applicable federal, state or local law.*