



Eastern Band of Cherokee Indians Job Description

Position ID Number:	948337001- Cherokee County	Last Revised:	02/16/2018
Position Title:	Senior Services Coordinator	Department:	Senior Citizens- Snowbird/ Cherokee County
Reports to:	Site Supervisor	Division:	Snowbird/ Cherokee County

Primary Function: Provides coordination for services to the clients and families of the Eastern Band of the Cherokee Indians through the Senior Citizens Center. Performs various duties in support of the programs, and special events.

Job Duties and Responsibilities:

- Interact with internal and external customers/ clients in a polite and professional manner.
- Assist with all incoming calls and personal visitors to the center.
- Prepares special reports and maintains logs and files for the center as required.
- Plans, develops, and oversees a program of craft activities appropriate for the target population.
- Delivers all homebound meals as needed.
- Visits prospective clients to ascertain eligibility for assistance programs.
- Performs all outreach and assessments.
- Assists clients with intake forms for programs of the division.
- Plans and implements client outings.
- Transports clients for shopping and all outings.
- Plans and operates appropriate exercise activities for senior citizens.
- Decorates lobby and dining room for celebrations, i.e. birthdays and holidays.
- Prepared weekly reports and turns them in to Site Supervisor.
- Plans and implements a minimum of 3 months of activities for congregate population of the senior center.
- Post and announce information that benefits/informs clients and route the information to the other senior centers in the program.
- Implements and coordinates fundraisers for the senior center, as needed.
- Prepares tri-monthly newsletter and routes to clients and Site Supervisor.
- Performs all work within established health and safety guidelines and tribal policies.
- Performs other duties as assigned.

Education /Experience:

- Must have a high school diploma; GED; or the equivalent combination of education, related experience, and training.
- Must have knowledge of Cherokee culture and tribal operations. A minimum of three years' work experience in nutrition, work with the elderly, human resources, social work, or other related field is required. Position will require six months to become proficient in most phases of the job.
- Valid NC driver's license is required.

Job Knowledge:	Must be knowledgeable of the policies, procedures, and guidelines of the Senior Citizens Program. Must be knowledgeable about each program that benefits Senior Citizens. Must be able to operate a computer, calculator, telephone, copy machine, facsimile, and other office equipment as required. Requires the ability to plan and coordinate daily activities of the clients. The ability to deal effectively with the public, communicate effectively in writing, follow instructions, and work as a member of a group or independently is required. Must possess a valid North Carolina driver's license. Must be able to give clear instructions. Must be willing to acquire CPR and first aid certification.
Complexity of Duties:	Follows well defined policies and procedures. Some duties require administrative judgment and problem-solving skills in order to be effective. Tasks are varied and often require resourcefulness and initiative to be successful.
Contact with Others:	Has frequent contact with public, clients, potential clients, families, center staff, inspectors, salespeople, and other tribal staff and entities; both in person and by phone. The nature of the work requires a high degree of tact, courtesy, and business etiquette.
Confidential Data:	Has access to all center files, memos, client files, and all of which are considered confidential. Must adhere to all tribal confidentiality policies and procedures.
Mental /Visual /Physical Effort:	Concentration varies depending on the task at hand. Requires ability to walk, sit, stand, reach, lift, speak, see, and hear while performing job duties. Must be able to lift 50 pounds and carry 25 pounds on a repetitive basis.
Environment:	Works in a normal business office setting with numerous visits to clients' homes required. While driving and performing outreach duties, could be exposed to inclement weather.
Supervision Received:	Works under the general direction of the Site Supervisor.
Responsibility for Accuracy:	Responsible for client applications and assessment sheets.