



City of Phoenix

SENIOR CENTER ASSISTANT

JOB CODE 07400

Effective Date: 07/05N

DISTINGUISHING FEATURES OF THE CLASS:

The fundamental reason this classification exists is to perform entry level social services in a Senior Center in the Human Services Department. Work involves identifying problems through initial intake to identify problems, making referrals to appropriate staff or other social service agencies, distributing food boxes and commodities, assisting with development and implementation of programs and activities, assisting with meal programs and meal delivery, and providing services to homebound clients. Responsibilities require considerable contact with members of senior, minority and poverty groups. Work is performed under the supervision of a Senior Programs Supervisor I or Senior Programs Supervisor II.

ESSENTIAL FUNCTIONS:

- Conducts initial interview of clients to determine their needs;
- Refers clients to appropriate community agencies and services;
- Finds solutions to individual problems relating to immediate needs;
- Provides assistance to clients and assists with technical problems and special activities;
- Assists in the development of programs for the elderly that meet federally mandated requirements;
- Assists supervisor with meal programs and meal delivery issues;
- Keeps records and prepares daily, weekly, monthly, and annual statistical and administrative reports;
- Provides notification and encourages clients to attend Senior Center activities, resources, and services;
- Prepares and distributes publicity materials for center activities;
- Recruits and monitors volunteers for center activities;
- Monitors and responds to Senior Center client concerns;
- Compiles records and prepares monthly program reports;
- Maintains regular and reliable attendance
- Demonstrates superior seamless customer service, integrity, and commitment to innovation, efficiency, and fiscally responsible activity.

Required Knowledge, Skills and Abilities:

Knowledge of:



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- Anti-poverty programs and services.

Ability to:

- Understand the problems of senior, minority, and disadvantaged groups.
- Use effective interviewing techniques.
- Understand and follow oral and written instructions in the English language.
- Work cooperatively with City employees, clients, and the public.
- Communicate orally in the English language with customers, clients, and the public using a telephone and in group and one-on-one, face-to-face settings.
- Move object weighing less than 20 pounds distances greater than 20 feet.
- Learn job-related material primarily through oral instruction and observation. This learning takes place mainly in an on-the-job training setting.
- Comprehend and make inferences from written material.
- Produce documents written in the English language using proper sentence structure, punctuation, grammar, and spelling.

Additional Requirements:

- Some positions require the use of personal or City vehicles on City business. Individuals must be physically capable of operating the vehicles safely, possess a valid driver's license, and have an acceptable driving record. Use of a personal vehicle for City business will be prohibited if the employee is not authorized to drive a City vehicle or if the employee does not have personal insurance coverage.
- Some positions will require the performance of other essential and marginal functions depending upon work location, assignment, or shift.

ACCEPTABLE EXPERIENCE AND TRAINING:

Two years of experience working with the public in the direct provision of social services, supplemented by some college coursework in social work, sociology, or a related field. Other combinations of experience and education that meet the minimum qualifications may be substituted.