

# UNION SETTLEMENT

## EMPLOYMENT OPPORTUNITY

Union Settlement, established in 1895, is one of the largest and oldest settlement houses in New York. The agency serves more than 10,000 East Harlem residents of all ages each year through its education, health, senior services, youth development, early childhood education, counseling and economic empowerment programs.

**Position:** Case Assistance Worker/ Program Assistant – Washington Lexington  
**Department:** Senior Services  
**Reports to:** Coordinator – Washington Lexington Senior Center  
**Hours:** Part-Time  
**FLSA:** Non-Exempt  
**Reviewed:** 9/13/2018

### **Position Summary:**

The Case Assistance Worker is responsible for registering new members at Washington Lexington Senior Center and providing all necessary information, referrals, and services related to benefits for which the seniors are eligible. In addition, the Caseworker will assist the Coordinator in running the day to day activities of the center. The Case Assistance Worker will work collaboratively with other Union Settlement Senior Program staff to enhance the overall quality and depth of the services and perform other duties and responsibilities as assigned by the Coordinator and/or Director.

### **Responsibilities:**

- Conduct intake and re-assessment for Washington Lexington Senior Center participants. Assess participants' eligibility for benefits and services under various programs for the aging.
- Provide follow-up case assistance related to entitlement and benefits, as needed.
- Develop case plans for new clients, as necessary.
- Maintain complete and accurate case records.
- Conduct outreach (phone calls, etc.) to all clients who are absent from the center for extended periods to determine the reason for absences, as well as to check on their well-being and satisfaction with the Senior Center.
- Provide accurate and appropriate information to all clients about services, benefits, and entitlements (such as food pantry, housing, social services, Medicare, Medicaid and QMB, Social Security, and SSI) for which they may be eligible.
- Make referrals to other agencies, as appropriate.
- Provide supportive contact and assist with life-skills tasks, such as translation of correspondence, filling out forms, and making appointments.

- Advocate on behalf of seniors with social service and government agencies, and mediate as needed with those agencies.
- Develop and maintain liaisons with other agencies.
- Attend appropriate training programs as requested by supervisor.
- Compile statistics, prepare reports, keep attendance, and other required records.
- Additional duties as assigned by supervisor.

**Qualifications:**

- Bachelor's Degree in Social Work, Human Services, or related field with experience working with aging populations preferred; or 60+ college credits and four years demonstrated experience working with aging populations.
- Bilingual (English/Spanish) required.
- Strong verbal, written, clerical, organizational and problem solving skills.
- Demonstrated ability to perform multiple tasks effectively in a fast paced, challenging and constantly changing environment.
- Excellent computer skills.
- Excellent interpersonal skills.

**To Apply:** Please send Cover Letter, Resume, and Salary Requirements to: [jobs@unionsettlement.org](mailto:jobs@unionsettlement.org). Please indicate Case Assistance Worker/ Program Assistant – Washington Lexington in subject of e-mail. Submissions without salary requirements will not be considered.

**UNION SETTLEMENT IS AN EQUAL OPPORTUNITY EMPLOYER**