



Meals on Wheels and Senior Outreach Services

1300 Civic Drive, Walnut Creek, CA 94596 Phone: (925) 937 8311 Fax: (925) 946 1869 info@mowsos.org www.mowsos.org

Client Intake Specialist Job Description



Meals on Wheels



C.C. Cafés



Care Management



Fall Prevention



Home Care Referral



Friendly Visitors

12/17

Program Description:

The Care Management Program assists seniors in Contra Costa County who may need emergency assistance with health or social issues. The program provides individual counseling and intervention for seniors 60 years of age or older. The program works closely with Contra Costa County Health Services and additional service providers. Care Management is the first point of entry for a senior seeking services from MOWSOS.

Scope of Work:

The Client Intake Specialist (CIS) position is responsible for serving elderly clients in the office and for assisting the Care Management staff with record keeping. Services may include connecting seniors with services both inside and outside of our organization. The goal of the CIS is to understand the clients' needs and assist them so that they may remain independent and healthy for as long as possible.

The CIS is expected to work closely with other community based organizations and health care organizations in order to provide the best care and outcomes for seniors.

The CIS position is part-time, 30 hours per week. The position requires excellent computer and telephone skills. Although this position requires extensive record keeping and coordination, this also includes direct client interventions.

This position will be primarily located in the Walnut Creek office and may require travel within the County as needed.

The CIS reports to the Director of Care Management.

Benefits include healthcare contribution, 401k, paid time off, mileage reimbursement, and holidays.

Duties and Responsibilities:

- Answer phones and assist callers
- Interview callers to understand their needs
- Complete Intake form
- Connect callers with needed services
- Maintain updated records (both written and electronic)

Act as a liaison to assist in the development of community resources, support projects of importance to families we serve, and maintain community accountability and visibility.

- Maintain active lists of resources
- Understand County policies and changes pertaining to IHSS and related programs

- Maintain good working relationship with County and City officials
- Understand multiple client services in order to refer clients
- Maintain active lists of resources
- Participate in outreach meetings as needed
- Maintain current client files in the office
- Comply with all HIPAA regulations
- Supply monthly reports to management regarding client outcomes
- Additional duties as needed

Qualifications:

This position requires the following:

- Bachelor’s degree in sociology or psychology from a fully accredited program a plus
- Knowledge of Contra Costa social services and resources
- Critical thinking skills
- Sensitivity in working with older adults
- Manual typing/data entry
- Excellent computer skills
- Excellent telephone and interpersonal skills
- Experience reporting statistics and meeting deadlines
- Collaboration with multiple stakeholders
- Familiarity with computerized record keeping
- Bilingual in Spanish and English preferred
- Valid CA Driver’s License, proof of car insurance and reliable transportation
- Background check clearance

Interested, Qualified Candidates

Send cover letter and resume (PDF format ONLY) via email to:

Linda Kircher
 Payroll/HR Specialist
lkircher@mowsos.org