



Job Announcement- January 24, 2025

Social Services Coordinator-Hybrid

Iona is pleased to announce that we are hiring a Part-Time, 30 hrs./week, Social Services Coordinator for Ward 4!

About Iona

Iona Senior Services is a vibrant and innovative nonprofit organization that directly helps over 3,500 older adults and families with the challenges and opportunities of aging in the greater Washington D.C. area each year. Since 1975, we have educated, advocated, and provided community-based programs and services to help people age well and live well. Iona's robust and growing suite of services includes consultation, care management and counseling, adult day health care, active wellness programs, support groups, classes, information, referral and much more. For more information about Iona, please visit www.iona.org. Iona is fortunate to have a Board, staff, and community of committed supporters.

Iona is a warm and collegial workplace that promotes excellence in client services and is committed to diversity, inclusion, and the professional growth of employees.

SUMMARY:

The Social Services Coordinator, working under the Iona DACL Lead Agency grant for Ward 4, provides Information, Referral, and Assistance (IR&A) and counseling support to participants at congregate dining sites and older residents in the ward. This role involves traveling to various community dining sites and senior centers, delivering informational sessions, and offering social services to both in-person and isolated homebound seniors, including home visits. The coordinator will also connect residents with services such as SNAP, home-delivered meals, public benefits, and home care. Additionally, the Social Services Coordinator will facilitate group presentations and provide one-on-one counseling on benefits program. This is a hybrid remote and in-person position. The hybrid schedule will be dictated by the business needs of Iona with consideration of the employee's preferences.

RESPONSIBILITIES:

Key Responsibilities:

- Act as the social services liaison for congregate meal sites, collaborating with program managers to provide necessary resources to participants.
- Assess program participants' service needs to deliver relevant information sessions.
- Develop short-term service plans to connect participants with benefits such as Medicaid, EPD Waiver, SNAP, and LIHEAP.
- Refer participants to appropriate agencies and community programs for additional support.
- Make referrals to Iona's programs as needed.
- Maintain accurate documentation in the CSTARS database.
- Conduct weekly meetings with the Associate Clinical Director to review participant cases and site progress.
- Engage in Iona team meetings

Community Outreach:

- Engage with community members and organizations to promote and support
- Ward programs and services.
- Assist in planning and executing community events and outreach activities to
- enhance program visibility and community engagement.
- Build and maintain relationships with local stakeholders, community groups, and partners.
- Collect and analyze feedback from the community to improve outreach efforts and program effectiveness.

Qualifications:

- Required qualifications include relevant licensure or degrees and experience in case management, with a focus on providing comprehensive support, coordination of care, and mental health services in a social services setting:
 - Bachelor's Degree in Social Work (BSW), Master's Degree in Social Work (MSW), Licensed Professional Counselor (LPC), Certified Mental Health Counselor, Certified Addictions Counselor (CAC), Registered Nurse (RN), or Advanced Practice Registered Nurse (APRN)
- At least two years of relevant experience preferred, knowledge of community resources, and working with diverse client populations.
- Strong verbal and written communication, data management, problem-solving, phone etiquette, customer service, engagement, and active listening skills.
- Excellent interpersonal skills with the ability to handle conflict situations effectively.
- Strong time management skills with the ability to prioritize multiple urgent or emergent client needs.
- Proficient documentation skills and computer literacy, with experience using electronic records and documentation systems.
- Valid driver's license and access to a car.
- Spanish language skills are desirable.
- COVID19 vaccination required.

Salary: \$51,000-53,000

Benefits: *Health *Dental *Vision *Flex Spending Account *Retirement Plan *Paid time Off *Life Insurance.

***To apply please submit cover letter and resume to personnel@iona.org

Iona Senior Services, an equal opportunity employer, is committed to diversity within its staff, and encourages applications from all qualified candidates.