



Human Resources

Oakland Livingston Human Service Agency
196 Cesar E. Chavez Ave.
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Website: www.olhsa.org

CLIENT SERVICE COORDINATOR- SENIOR LIAISON

Division: Community & Energy Services
Department: Welcome Center Services
Supervisor: Associate Director for Welcome Center Services
FLSA Status: Non-Exempt – Non Union

Job Mission:

To provide comprehensive, specialized assistance to older adult OLHSA clients by explaining and assessing their eligibility for all services and completing applications and interviews (if applicable) in order to meet their immediate needs and help them live safely and comfortably in their homes. To provide reception, telephone and general support services.

Performance Standards:

1. Provide applicable case management, one-on-one client support, internal/external referrals and resources, and/or intake and enrollment assistance to older adult clients seeking age-related benefits and services, such as the Medicaid Medicare Assistance Program, senior nutrition programs, and home based support services.
2. Participate in on-site and off-site outreach and networking events to promote OLHSA programs and services and to identify external resources that support the unique needs of senior adults.
3. Respond to initial face-to-face, email, and telephone contacts in the Welcome Center.
4. Conduct assessments of all OLHSA clients to determine their eligibility for all programs and make linkages, while meeting quality standards and using formal tracking and evaluation systems.
5. Enter and update all clients into the agency-wide database, meeting all requirements.
6. Provide leadership and inspiration across divisions in understanding, training and upgrading the OLHSA Welcome Center's seamless service delivery model.
7. Carry out all other duties as assigned by supervisor.

Qualifications:

1. Associates degree or two (2) years of experience in the human service field preferred.
2. One (1) year case management experience preferred. One (1) year of experience in geriatric social service preferred.
3. Two (2) years of experience working with computer applications and customer tracking data systems preferred.
4. Bilingual in English and Spanish preferred.
5. Valid Michigan driver's license.
6. Must have reliable transportation.

Hours & Wage:

\$15.71 per hour; 40 hours per week, 52 weeks per year

Location:

Pontiac

OLHSA IS A DRUG FREE WORKPLACE/EQUAL OPPORTUNITY EMPLOYER

Job Title: Client Service Coordinator- Senior Liaison

Job Requirements (in an 8 hour workday)
Number of Hours - Select full Capacity

	Hours	Comments
Sit	5	
Stand	1	
Walk	1	
Bend/Stoop	1	

Movements	Yes/No	Comments
Crawl	No	
Reach above	Yes	
Crouch	Yes	
Balancing	Yes	
Squat	Yes	
Climb	Yes	
Shoulder level	Yes	
Kneel	Yes	
Pushing	Yes	

	Pounds	Comments
Weight Carried	26-50 lbs.	

	Pounds	Comments
Weight Lifted	26-50 lbs.	

Date: March 8, 2022