



## City of Lake Oswego, Oregon

### Job Description

#### CLIENT SERVICES COORDINATOR

**FLSA Status: Non-exempt**

**Union Representation: LOMEA**

**Salary Grade: 121**

**Job Code: 1056**

#### Class Summary

Under direction of the Center Manager and Program Supervisor, the Client Services Coordinator plans, organizes and administers programs, services and classes at the Adult Community Center. Incumbents in this job classification may be assigned to focus on Client Services and/or Memory Care Programs.

#### Essential Duties and Responsibilities

*The list of duties is a representative sample of the work appropriate to this class and does not include all the duties that may be assigned to a particular position. The incumbent may perform a combination of some or all of the following duties:*

1. Provide older adults and their families with information, assistance and referral to community resources and services.
2. Perform case management functions, including outreach, geriatric assessment, individual and family consultations.
3. Ensure appropriate and timely data collection, recording, and reporting of services mandated by County contract.
4. Oversee low income assistance programs for local residents, including Care Share and Emergency Assistance.
5. Act as back-up to Program Supervisor during absence from the Center.
6. Oversees activities of monthly support groups to ensure continuous operations.
7. Oversee Senior Companions Program and supervise volunteers.
8. Performs other duties of a similar nature or level.

#### Memory Care Program

1. Develop, coordinate and implement memory loss programs with cognitive games and brain stimulating activities
2. Lead all memory loss program classes
3. Oversee program staff and volunteers
4. Develop marketing materials and market programs to outside organization
5. Evaluate memory care programs and services
6. Assist in marketing education programs and promotion in the community and to outside organizations
7. Make program recommendations to staff for improvement

## **Minimum Qualifications**

### **Knowledge of:**

- Gerontology, sociology, psychology and special needs of senior citizens.
- Program management.
- Community services available to senior citizens.
- Personal computers and related software applications.

### **Skills and Abilities to:**

- Coordinate, train and supervise volunteers.
- Promote positive relationships.
- Provide good customer service.
- Comply with safety requirements of the position and actively promote safe work practices.
- Communicate effectively with coworkers, management, elected officials and the general public, and display excellent interpersonal skills and awareness of controversial and/or sensitive issues.

### **Education, Training and Experience:**

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation with a High School diploma or G.E.D; and three to five years of related work experience; or an equivalent combination of training and experience sufficient to successfully perform the essential duties of the job such as those listed above.

### **Licensing and Other Requirements:**

Positions in this classification require the ability to possess and maintain a valid driver's license and ability to meet the City's driving standards.

May be required to work some evenings and weekend. Duties will occasionally involve dealing with distraught or difficult individuals; attending meetings or activities outside normal working hours; occasional response to emergency conditions during off-hours.

### **Physical and Mental Demands**

Frequent repetitive motions including, but are not limited to, hand, wrist and finger movements; daily walking, reaching, standing, talking, hearing and seeing. Moderate Physical Work: Must be able to move objects by exerting up to (20) pounds of force frequently, and/or up to (10) pounds of force consistently.

Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depend, in part, on the specific requirements for the job, the limitations related to disability and the ability of the hiring department to accommodate the limitation.

---

**Department Director**

**Date**

---

**Human Resources Director**

**Date**

---

**Employee**

**Date**

*This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.*