



**Job Opening Announcement  
June 2022**

**Social Service Specialist**

This position is based in Mesa, Arizona

Aster Aging, Inc. empowers and supports older adults and their families to remain independent and engaged in our communities. Our non-profit organization provides a full continuum of service, with core programs that include: Center-Based Services, Meals on Wheels, In-Home Support, Outreach / Social Services, and Contracted Programs. Our vision is to be a leader in providing direct services and mobilizing resources that support the changing needs of our older adult population.

We are currently recruiting for a newly created Social Service Specialist position. As part of the Outreach / Social Services Program Team, the Social Service Specialist will assist older adults and their families in navigating and accessing social service, health and benefits resources. Provide direct assistance through assessment, crisis intervention, resource navigation, and coaching, empowering older adults and advocating on their behalf to overcome barriers. Represent Aster in the community through outreach, with a targeted focus on identifying and supporting older adults who are low income, socially isolated, and/or at-risk for homelessness. The position involves significant teamwork and collaboration.

Full-time (40 hours /week) non-exempt positions  
Competitive wage and excellent benefits package, including health plan

Qualifications include five years social service work experience with vulnerable older adults or at-risk populations, including crisis intervention. A bachelor's degree in social work or a closely related field; extensive experience may substitute. Comprehensive knowledge of community resources. Demonstrated effective written and oral communication skills. Strong interpersonal skills and ability to encourage team work. Multi-cultural sensitivity and ability to work effectively with diverse community members. Bilingual Spanish-English is preferred but not required.

Requirements include a valid Arizona driver's license and reliable vehicle to use in the performance of job. Ability to obtain a Level I Fingerprint Clearance Card and compliance to Aster's background check policies.

*Please refer to the Job Description for additional information and requirements.*

Interested applicants are encouraged to submit their resumes to:

Aster Aging Inc.  
45 West University Drive, Mesa, Arizona 85201  
Phone: 480-964-9014, Fax: 480-898-7306, [hr@asteraz.org](mailto:hr@asteraz.org)  
[www.asteraz.org](http://www.asteraz.org)

*Position is considered open until filled.*

Equal Opportunity Employer

**Aster Aging, Inc.**  
**Job Description: Social Service Specialist**

**Overview:** As part of the Outreach/ Social Services Program Team, assist older adults and their families in navigating and accessing social service, benefits, and health resources. Provide direct assistance through assessment, crisis intervention, resource navigation, and coaching, empowering older adults and advocating on their behalf to overcome barriers. Represent Aster in the community through outreach, with a targeted focus on identifying and supporting older adults who are low income, socially isolated, and/or at-risk for homelessness. The position involves significant teamwork and collaboration.

**Major Duties:**

- Provide individualized assessments, resource navigation, information and referral, crisis intervention, coaching and on-going care consultation for older adults and their families. Build individual capacity of participants to promote independence. Educate and empower older adults to make informed decisions and serve as an advocate to overcome barrier to service and care. Provide direct services through home visits, office visits, telephone, and e-mail.
- Facilitate and coordinate access to basic need, financial stability, and support resources. Provide screenings and direct assistance with government application processes for benefits. Assist the team with supplemental food distribution programs, equipment loan closet, and related services and activities. Maintain updated resource listings, including eligibility requirements, to address the needs of older adults and family caregivers.
- Serve as team leader for program development, outreach and service provision for specific populations, programs, and/or geographic communities as assigned, including older adults at risk for homelessness.
- Represent Aster in the community through collaborative networks and outreach activities as planned and assigned. Develop and maintain effective relationships within community and aging networks. Conduct community outreach to increase awareness about Aster Aging and to enhance access to services and resources, particularly for low-income, multicultural, and other underserved communities.
- Support other core programs and services as assigned, including: Center-Based Services, Meals on Wheels, In-Home Support, and Contracted Programs. Tasks may include, but are not limited to: promoting all services, responding to incoming calls to connect older adults with agency programs, and conducting intake assessments.
- Maintain accurate case records and service reports in accordance with the procedures of the agency and funding entities, including computer data input and report compilation.
- Ensure that agency policies, standards, and decisions are implemented and maintained in service provision.
- Maintain professional standards and an organizational culture that attract, motivate, support, and retain high quality staff and volunteers who are committed to serving older adults. Support volunteers as assigned.
- Serve as a member of the program staff team, participating in the development of targeted community outreach and other plans.
- Other duties as needed and appropriately assigned.

**Qualifications:**

- Five years of progressively responsible social service work history with vulnerable older adults and/or at risk populations, including crisis intervention. Extensive knowledge of community resources.
- Bachelor's degree in social work or a closely related field required; extensive experience may substitute.
- Demonstrated effective written and oral communication skills. Ability to prepare concise reports and provide oral presentations. Effective computer skills required.
- Effective interpersonal skills and ability to encourage teamwork. Multi-cultural sensitivity and ability to work effectively with diverse community members. Bilingual English/Spanish preferred but not required.
- Ability to prioritize and manage multiple tasks.

**Requirements:**

- Possess valid AZ driver's license and reliable vehicle to use in the performance of job. Ability to obtain a Level I Fingerprint Clearance Card and compliance to Aster's background check policies.

**Responsible to:** Director of Social Services

**Status/ Hours:** Full-time non-exempt position. Primarily weekday office hours, with occasional evening and weekend work.

**Primary Work Site:** Downtown Mesa Senior Center, Red Mountain Senior Center, and/or other satellite location(s) as needed. Position will require some travel via automobile.

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