NORTH CITY CONGRESS
JOB DESCRIPTION

TITLE: Center Counselor
FLSA Status: Exempt
Department: North City Congress Broad Street Senior Center
Direct Report: N/A
Reports to: Senior Center Director
Revised Edition Date: 1/2/13

Job Summary: Key responsibilities include; providing information, assistance, group and individual counseling, developing/running/managing social service related groups, coordinating the Shared Ride transportation program, providing community outreach and assisting new members with center enrollment process.

Accountabilities:

Program Administration:
• Fully comprehends, articulates and reflects in professional practice the mission, vision and philosophy of North City Congress.
• Maintains an atmosphere of professionalism that is reflected in NCC customer service standards to all senior center members, staff and customers.
• Assists in maintaining a pleasant, attractive, clean and safe physical environment at the senior center.
• Knows and follows all center policies and procedures related to daily operation of center using good judgment and problem solving skills.
• Provides tours, center orientations for interested prospective members, community residents and professionals.
• Assists center receptionist with answering of phones and support at the front desk as needed.

Program:
• Responsible for new member enrollment, processing of all forms related to new enrollment and entering data into the PCA Client by Client system.
• Responsible for annual re-assessments and file update for all active members and updating data in the PCA Client by Client system.
• Completes PCA and other funder required data input and report requirements.
• Provides counseling, advocacy, benefits assistance, and referral for center and potential center members.
• Assists Center staff with difficult member situations.
• Coordinates, maintains records and completes required reports for the senior centers 203 Shared Ride Program.
• Develops, lead, and/or oversees social service related programs and groups.
• Maintains and keeps updated benefits and resource information to support center members and community.
• Provides to Center Director program information for the monthly center newsletter and calendar.
• Writes appropriate articles for center newsletter.
• Responds appropriately to members’ issues and concerns in a professional manner.
• Maintains accurate program data and reports for counselor related activities.
• Supports marketing and outreach activities within the center and the community that promote the senior center and North City Congress programs.
• Supports marketing and outreach efforts at local community events, fairs and conferences.
• Does three (3) senior center public speaking community outreaches per month.
• Participates in quality improvement and outcome measurement efforts.
• Assists Center Director and Executive Director with required reports, audits and outcome requirements.
• Attends NCC meetings and training as necessary and integrates new knowledge and skill into position.
• Represents North City Congress on social service related community groups and committees.
• Assists Center Director and other designated staff with duties and projects as assigned.

**Primary Customers or Key Working Relationships:**
Older adults served by the senior center and their families, staff and volunteers of the senior center, NCC Staff, PCA, instructors/presenters, Septa Community Transit, community agencies, vendors.

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Members, staff, volunteers, instructors and presenters, funding sources, vendors, transportation services, NCC community and community partners.

**Qualifications:**

*Education:* Bachelor’s Degree in social services or a related field with experience working with older adults preferred.

*Licensure & Certifications:* Criminal Background Clearance

**Program Specific Competencies:**

• Able to relate to people regardless of race, age, religion, ancestry, sex, affectional preference, educational level, physical or mental handicap.
• Consistently demonstrates empathy, encouragement and respect for staff/participants/customers.
• Demonstrates strong people skills.
• Fosters collaborative, team-oriented approach.
• Demonstrates both good written and oral communication skills.
• Demonstrates good problem solving skills.
• Demonstrates good organizational and time management skills.
• Possesses strong computer skills.
• Desires to work to advance the agency’s mission and meet the needs of older adults in the NCC community.

**Working Conditions:**

• Travel to NCC work related meetings and appointments.
• Regular Senior Center hours are 8:30 am - 4:30 pm but position will require some flexibility that will include some evenings and weekends.

**Equipment Used:**
General office equipment, computer, digital camera, program tables and chairs.