



CLIENT ADVOCATE / SOCIAL WORKER

About the Opportunity:

Ypsilanti Meals On Wheels is committed to the belief that all seniors have the right to live independently, with dignity and respect, for as long as is safely possible. Ypsilanti Meals on Wheels (YMOW) is seeking a Social Worker or Client Advocate to improve the in-home safety of older adults and medically fragile adults who reside within the YMOW service area, helping them to continue living safely and comfortably at home. We are interested in filling the role of either a Social Worker or Client Advocate. The Social Worker role is expected to play a more intensive role in client interventions and care plan development and execution. The Client Advocate would focus on screening clients and executing care plans.

Position Summary:

This position will work to help meet the needs of older adults and medically fragile adults by completing biopsychosocial assessments, and case management support for unmet needs via our resource advocacy program. This position will focus on YMOW's Care on Wheels program. The Care on Wheels program is a client driven program that has an interdisciplinary team consisting of occupational therapy, nursing, and social work. The social worker or client advocate assists with screening eligible clients, identifying areas of crisis, and using motivational interviewing skills and logic models to help clients identify goals and develop action plans. The role will also be responsible for screening and supporting clients using the ElliQ. ElliQ is an AI-powered companion designed to support and accompany older adults on the journey to age independently, while reducing loneliness and isolation.

Primary Duties and Responsibilities:

- Conduct biopsychosocial health assessments to identify program eligibility
- Serve as a primary clinician on the Care on Wheels interdisciplinary team
- Provide technical assistance and program support to clients using ElliQ device
- Use case management skills to help clients meet unmet needs and navigate systems
- Provide support to the Social Worker and Community Health Worker
- Assist with client needs identified by meal delivery staff and volunteers
- Maintain positive, effective communication skills in all interactions
- Adhere to YMOW organizational policies and procedures, including HIPAA standards
- Other duties as assigned

Preferred Skills and Experience:

- Experience and comfort working with older adults in their homes
- Experience working in a community/public service setting
- Familiarity with Washtenaw County resources
- Ability to work with an interdisciplinary team, including keeping detailed case notes and progress notes, and collaboratively solving problems
- Ability to build rapport with diverse clients
- Technical skills, including comfort with spreadsheets and client management software



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- No specific education required. Backgrounds in social work, case management, community health work, human services, nursing, counseling, sociology, psychology, and people with lived experience are encouraged to apply.
- Handle multiple tasks simultaneously and have excellent organizational skills
- Take care of yourself by being aware of personal limitations, communicating your needs to others, and asking for help when needed
- Perform other duties, functions, special projects, and responsibilities as assigned and deemed necessary by the supportive services manager.

Reports to:

YMOW Supportive Services Manager

Additional information: The above list of duties is intended to describe the general nature and level of work performed by individuals assigned to this classification. It is not construed as an exhaustive list of duties performed by the individuals, nor is it intended to limit or modify in any way the right of any supervisor to assign, direct, and control the work of employees under his/her supervision. The requirements listed in the job description are guidelines, not hard and fast rules.

You don't have to satisfy every requirement or meet every qualification listed. If your skills are transferable and you are in the ballpark with the competencies and attributes we encourage you to apply. Applying gives you the opportunity to be considered.

This position is full-time, 40 hours/week. Work will be conducted primarily in person at the YMOW office or in-home with clients Monday through Friday. One day per week of hybrid flexibility will be considered. Compensation is commensurate with experience, with a range starting at \$37,000 for the Client Advocate role and \$47,000 for the Social Worker role.

The position will be open until filled.

To apply: Send an email to info@ymow.org and include in the subject line: "YMOW SW/CA Position." Please specify if you are interested in the Social Worker or Client Advocate role.

Replies to this job posting should include a resume and a cover letter is optional.

Ypsilanti Meals on Wheels is an equal opportunity employer, and complies with all applicable federal and state laws regarding nondiscrimination. Ypsilanti Meals on Wheels is committed to a policy of equal opportunity for all persons and does not discriminate on the basis of race, color, national origin, age, marital status, sex, sexual orientation, gender identity, gender expression, disability, religion, height, weight, or veteran status in employment or program delivery.