



Working at **Mystic Valley Elder Services (MVES)** means working in a professional environment alongside dedicated colleagues. It means helping elders and adults with disabilities live independently while supporting their caregivers. Working at MVES means contributing to the community and feeling good about what you've accomplished at the end of the day.

**Boston Globe's Top Places to Work – 2008, 2009, 2010, 2011, 2013, 2014**

## Open Position: **Client Services Team Manager (LICSW)**

### We Offer:

- Generous vacation time -3 weeks in the first year
- Generous paid sick time -3 weeks in the first year
- Personal time - 30 hours per year
- 11 paid holidays
- Health and Dental Insurance
- Life and Long-term Disability Insurance
- Flexible Spending Plan
- Employee Assistance Plan
- 403(b) Retirement Savings Plan
- Educational Reimbursement
- Mileage Reimbursement
- Free Parking

As a Client Services Manager you will provide care management supervision to your interdisciplinary team of 8-10 employees. Your team members will include home care case managers, case manager mentors and RNs. As the team manager you will provide consultation and serve as a resource for your team, as well as others in the department. Your responsibilities will also include project management, and implementation and monitoring of the State Home Care Program in accordance with the Aging Services Access Point regulations.

This is a full-time (35 hours / week) position. A 4-day schedule is available.

### Qualifications:

- LICSW or LCSW with completion of required supervision within 2 years of hire.
- Demonstrated experience supervising staff.
- Strong problem solving skills.
- Strong interviewing and assessment skills.
- Strong interpersonal and organizational skills.
- Excellent written and verbal communication skills.
- Demonstrated leadership and management skills.
- Ability to effectively facilitate meetings.
- Computer Skills: Proficiency in MS Office Suite including working knowledge of Excel; database usage; ability to use the Internet to conduct information searches.
- Private vehicle.

### Preferred Qualifications:

- Knowledge of and experience working with elders and adults with disabilities.
- Experience working in a community setting.

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## **Boston Globe's Top Places to Work – 2008, 2009, 2010, 2011, 2013, 2014**

Open Position: ***Bilingual (English/Spanish) Health Services Case Manager***

### **We Offer:**

- Generous vacation time'3 weeks in the first year
- Generous paid sick time'3 weeks in the first year
- Personal time 30 hours per year
- 11 paid holidays
- Health and dental insurance
- Life Insurance
- Long-term disability
- Flexible Spending Plan
- Employee Assistance Plan
- 403B Retirement Savings Plan
- Educational Reimbursement
- Mileage Reimbursement
- Free Parking

As a Bilingual (Spanish/English) Health Services Case Manager you will provide assistance to low income elders with complex care needs, as well as adults living with disabilities, so that they are able to continue to live independently in the community. You will determine program eligibility using a consumer-oriented approach to assessment, service acquisition, monitoring of the services for State Home Care and Medicaid programs. You will also conduct needs assessments and monitoring by a combination of telephone contact and home visits.

This is a full-time (35 hours / week) position. A 4-day schedule is available.

### **Qualifications:**

- BA in Social Work or a related field.
- Fluency in English and Spanish.
- Strong interviewing and assessment skills.
- Strong interpersonal and organizational skills.
- Excellent written and verbal communication skills.
- Computer Skills: Proficient with MS Office Suite; entering narrative and other data into a database; working knowledge of Excel; ability to use the Internet to conduct information searches.
- Private transportation required.

### **Preferred Qualifications:**

- Knowledge of, and experience working with, older people.
- Experience working in a community service setting.
- Licensed Social Worker.

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## **Boston Globe's Top Places to Work – 2008, 2009, 2010, 2011, 2013, 2014**

The **Development/QI Associate's** responsibilities include, planning, organizing, and performing a variety of fundraising activities designed to increase revenue for MVES programs and services, from individuals, foundations and corporations, coordinating direct mail campaigns, donor prospect research and stewardship, donor gift processing, acknowledgement, database management, and administrative support for fundraising special events. The Associate will also assist with survey projects, conduct required reporting, and create and work with client lists and will also provide general administrative support to the Directors of Development and Quality Improvement.

This is a full-time (35 hour /week) position.

### **Qualifications:**

- Bachelor's degree in related field and at least 2 years of relevant experience. Significant non-profit development and database experience may be substituted for a degree.
- Experience working in a non-profit fundraising environment.
- Excellent written and verbal communication skills.
- Ability to work independently, take initiative, and meet high expectations as well as working as part of a team.
- Ability to manage a variety of tasks / projects simultaneously and effectively.
- Must be highly organized, detail oriented, productive and able to prioritize.
- Ability and willingness to learn new software.
- Must possess strong computer skills including proficiency in both Microsoft Office Suite, in particular Excel and Access, mail merge and a contact database.
- Knowledge of on-line survey instruments (Survey Monkey) a plus.
- Must have a vehicle.

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## Open Position: **Case Manager – Health Services**

### **We Offer:**

- Generous vacation time'3 weeks in the first year
- Generous paid sick time'3 weeks in the first year
- Personal time 30 hours per year
- 11 paid holidays
- Health and dental insurance
- Life Insurance
- Long-term disability
- Flexible Spending Plan
- Employee Assistance Plan
- 403B Retirement Savings Plan
- Educational Reimbursement
- Mileage Reimbursement
- Free Parking

As a Health Services Case Manager you will provide assistance to low income elders with complex care needs, as well as adults living with disabilities, so that they are able to continue to live independently in the community. You will determine program eligibility using a consumer-oriented approach to assessment, service acquisition, monitoring of the services for State Home Care and Medicaid programs. You will also conduct needs assessments and monitoring by a combination of telephone contact and home visits.

This is a full-time (35 hours / week) position. A 4-day schedule is available.

### **Qualifications:**

- BA in Social Work or a related field.
- Strong interviewing and assessment skills.
- Strong interpersonal and organizational skills.
- Excellent written and verbal communication skills.
- Computer Skills: Proficient with MS Office Suite; entering narrative and other data into a database; working knowledge of Excel; ability to use the Internet to conduct information searches.
- Private transportation required.

### **Preferred Qualifications:**

- Knowledge of, and experience working with, older people.
- Experience working in a community service setting.
- Licensed Social Worker.
- Bilingual candidates encouraged to apply.

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**Open Position: *Receptionist, 20 hours/week***

As a **Receptionist** you will be responsible for receiving and directing incoming calls, and greeting visitors to the agency. You will also maintain the appearance of the reception area, post mail, and assist with general support staff functions including word processing, data entry, faxing, copying and assisting with special projects.

This is a part-time (20 hours / week) position.

**Qualifications:**

- High school diploma and a minimum of 1 year of receptionist experience.
- Ability to operate a multi-line phone system in a busy reception area.
- Ability to greet visitors in a friendly and professional manner while continuing to respond to incoming calls.
- Excellent customer service and interpersonal skills.
- Excellent phone manner.
- Excellent written and verbal communication skills.
- Computer Skills: Proficient with MS Office Suite including the use of Outlook, working knowledge of the use of a database.
- Ability to work independently and as part of a team.
- Must be flexible and able to adapt to unexpected circumstances.

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## ***Open Position: Protective Services Caseworker***

### **We Offer:**

- Generous vacation time 3 weeks in the first year
- Generous paid sick time 3 weeks in the first year
- Personal time 30 hours per year
- 11 paid holidays
- Health and dental insurance
- Life Insurance
- Long-term disability
- Flexible Spending Plan
- Employee Assistance Plan
- 403B Retirement Savings Plan
- Educational Reimbursement
- Mileage Reimbursement
- Free Parking

As a **Protective Services Caseworker** you will visit clients in their homes to investigate reports of elder abuse, neglect, and financial exploitation. You will provide consultation and crisis intervention to alleviate abuse and neglect. You will provide casework for clients, including developing service plans and coordinating services and community resources. Additionally, you will conduct community training, outreach and advocacy on the issues of elder abuse, neglect and financial exploitation.

This is a full-time (35 hours / week) position. A 4-day schedule is available.

### **Qualifications:**

- MA in Social Work, Psychology, Counseling, Human Development, Nursing or Gerontology and 1 year of experience in counseling, casework or case management, preferably in a nursing, protective services or crisis intervention capacity; **or** BA and at least 2 years of experience in counseling, casework or case management, preferably in a nursing, protective services or crisis intervention capacity.
- Strong interviewing and assessment skills.
- Strong interpersonal and organizational skills.
- Excellent written and verbal communication skills.
- Private transportation.
- Computer Skills: Proficient in Microsoft Office Suite; entering data into a database; the use of the Internet to conduct information searches.
- Bilingual candidates are encouraged to apply.

### **Preferred qualifications:**

- Experience working in a community setting.
- Social Work license.

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Open Position: ***Resident Services Coordinator***

**We Offer:**

- Generous vacation time'3 weeks in the first year
- Generous paid sick time'3 weeks in the first year
- Personal time 30 hours per year
- 11 paid holidays
- Health and dental insurance
- Life Insurance
- Long-term disability
- Flexible Spending Plan
- Employee Assistance Plan
- 403B Retirement Savings Plan
- Educational Reimbursement
- Mileage Reimbursement
- Free Parking

As a Resident Services Coordinator you will assist elders and adults with disabilities so that they are able to live independently in the community. You will determine program eligibility and provide a client centered approach to assessment, service acquisition, and monitoring of the services provided to those residing in a senior housing complex and neighboring community. You will be located in the senior housing complex and will also act as a resource for all building residents.

This is a full-time (35 hours / week) position. A 4-day schedule is available.

**Qualifications:**

- BA in Social Work or a related field and at least 2 years of experience working with elders.
- Strong interviewing and assessment skills.
- Strong interpersonal and organizational skills.
- Excellent written and verbal communication skills.
- Ability to work independently.
- Computer Skills: Proficient in Microsoft Office Suite; entering narrative and other data into a database; the use of the Internet to conduct information searches.
- Private vehicle.
- Bilingual candidates are encouraged to apply.

**Preferred qualifications:**

- Experience working in a community setting
- Social Work license.

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***Open Position: Information & Referral Specialist (Bilingual English/Spanish Preferred)***

**We Offer:**

- Generous vacation time'3 weeks in the first year
- Generous paid sick time'3 weeks in the first year
- Personal time 30 hours per year
- 11 paid holidays
- Health and dental insurance
- Life Insurance
- Long-term disability
- Flexible Spending Plan
- Employee Assistance Plan
- 403B Retirement Savings Plan
- Educational Reimbursement
- Mileage Reimbursement
- Free Parking

As the **Information & Referral Specialist** you will provide initial contact to callers and visitors for information, resources, advocacy and assistance. The Information and Referral Specialist provides screening and referral for all MVES programs by establishing initial need, age and income eligibility.

This is a full-time (35 hours / week) position.

**Qualifications:**

- A Bachelor's degree in social work or a related field.
- Minimum of one year of experience working with older people.
- Exceptional client assessment and customer service skills.
- Knowledge of community resources.
- Strong interpersonal and organizational skills.
- Excellent written and verbal communication skills.
- Computer skills: Proficient with MS Office and entering narrative and other data into a database. Ability to use the Internet to conduct information searches.
- Social Work license preferred.
- Bilingual English/Spanish preferred

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## **Open Position: *Registered Nurse - Home Care***

### **We Offer:**

- Generous vacation time -3 weeks in the first year
- Generous paid sick time -3 weeks in the first year
- Personal time 30 hours per year
- 11 paid holidays
- Health and Dental Insurance
- Life and Long-term Disability Insurance
- Flexible Spending Plan
- Employee Assistance Plan
- 403(b) Retirement Savings Plan
- Educational Reimbursement
- Mileage Reimbursement
- Free Parking

As an RN you will be responsible for assessing and screening clients for clinical eligibility for home care services. Based on your assessments, you will develop care plans for homebound elders and adults with disabilities. Your time will be divided between home visits, case conferences, team meetings and documentation.

This is a full-time (35 hours / week) position. A 4-day schedule is available.

### **Qualifications:**

- Valid Massachusetts RN license.
- BSN with at least 2 years of clinical experience, including 1 year of experience in community based nursing; direct service in long term care may be substituted for BSN.
- Strong interviewing and assessment skills.
- Strong interpersonal and organizational skills.
- Excellent written and verbal communication skills.
- Computer Skills: Proficient in Microsoft Office Suite; the use of a database; the use of the internet to conduct information searches.
- Working knowledge of community resources and reimbursement systems for health and social services.
- Private vehicle.
- Bilingual candidates encourage to apply

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## **Boston Globe's Top Places to Work – 2008, 2009, 2010, 2011, 2013, 2014**

### ***Open Position: Clinical Caseworker***

#### **We Offer:**

- Generous vacation time 3 weeks in the first year
- Generous paid sick time 3 weeks in the first year
- Personal time 30 hours per year
- 11 paid holidays
- Health and dental insurance
- Life Insurance
- Long-term disability
- Flexible Spending Plan
- Employee Assistance Plan
- 403B Retirement Savings Plan
- Educational Reimbursement
- Mileage Reimbursement
- Free Parking

As the **Clinical Caseworker** you will provide consultation, casework, and direct general support to elders in need of assistance with mental health issues. The Clinical Caseworker works collaboratively with agency staff and service providers in the community to ensure the needs of older adults with medical issues and illness, substance abuse, and psychiatric illness are addressed.

This is a full-time (35 hours / week) position. A 4-day work week is available.

#### **Qualifications:**

- MA in Social Work or related field + 1 year of experience in counseling, casework, or case management with older people **\*or\*** BA in Social Work or related field + 2 years of experience in counseling, casework, or case management.
- Social Work license required.
- Strong interviewing and assessment skills.
- Strong interpersonal and organizational skills.
- Excellent written and verbal communication skills.
- Knowledge of mental health issues.
- Desire to work with elders with mental health issues.
- Demonstrates interest and capacity to establish working relationships with difficult to engage clients.
- Ability to relate well to community agencies and elders.
- Knowledge of and experience working with older people.
- Computer Skills: Proficient with MS Office Suite: entering narrative and other data into a database; working knowledge of Excel; ability to use the Internet to conduct basic information searches.
- Private transportation required.

#### **Preferred Qualification:**

- LCSW

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## **Boston Globe's Top Places to Work – 2008, 2009, 2010, 2011, 2013, 2014**

Open Position: ***Bilingual (English/Cantonese) Health Services Case Manager***

### **We Offer:**

- Generous vacation time 3 weeks in the first year
- Generous paid sick time 3 weeks in the first year
- Personal time 30 hours per year
- 11 paid holidays
- Health and dental insurance
- Life Insurance
- Long-term disability
- Flexible Spending Plan
- Employee Assistance Plan
- 403B Retirement Savings Plan
- Educational Reimbursement
- Mileage Reimbursement
- Free Parking

As a Bilingual Health Services Case Manager you will provide assistance to low income elders with complex care needs, as well as adults living with disabilities, so that they are able to continue to live independently in the community. You will determine program eligibility using a consumer-oriented approach to assessment, service acquisition, monitoring of the services for State Home Care and Medicaid programs. You will also conduct needs assessments and monitoring by a combination of telephone contact and home visits.

This is a full-time (35 hours / week) position. A 4-day schedule is available.

### **Qualifications:**

- BA in Social Work or a related field.
- Fluency in English and Cantonese.
- Strong interviewing and assessment skills.
- Strong interpersonal and organizational skills.
- Excellent written and verbal communication skills.
- Computer Skills: Proficient with MS Office Suite; entering narrative and other data into a database; working knowledge of Excel; ability to use the Internet to conduct information searches.
- Private transportation required.

### **Preferred Qualifications:**

- Knowledge of, and experience working with, older people.
- Experience working in a community service setting.
- Licensed Social Worker.

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