

JOB TITLE: Outreach Worker
DEPARTMENT: Council on Aging

GRADE: H - 3
DATE: May 2015

The following description is a general summary of responsibilities with some specific duties. It is not a total delineation of all duties nor does it limit the responsibilities to those stipulated. Position functions as a part of overall municipal team to ensure effective and efficient municipal operations.

DEFINITION:

Liaison person providing support, information and linkage to existing services for the elder community. Need based programs for residents regardless of age.

SUPERVISION RECEIVED:

Works under the general direction of the Council on Aging Director.

SUPERVISION EXERCISED: None

DISTINGUISHING CHARACTERISTICS:

1. Performs variety of duties, to plan, schedule and coordinate programs and services for the elder community.
2. Under general supervision of Council on Aging Director following legal guidelines and department rules, regulations, policies and procedures while exercising judgement, discretion, tact, courtesy and respect, usually resolving problems but referring unusual problems or issues to supervisor or appropriate agent.
3. Interacts frequently with public, external agents and other department staff.
4. Develops specialized knowledge of elders' needs and ability to implement network of services.
5. Errors could result in failure to provide desired standard of service.

ESSENTIAL FUNCTIONS:

The essential functions or duties listed below are intended as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

EXAMPLES OF WORK: Including but not limited to:

1. Contacts Walpole residents 55 years and older to increase awareness of Council on Aging activities and encourage participation.
2. Schedules home visits and uses professional expertise to determine individual needs. Facilitate access to services and or programs and makes follow up visits when needed.
3. Prepares monthly report to COA that includes contacts, services identified and community referrals.
4. Maintains valid, reliable elder's database for use in grant applications, funding defense, program support, etc.
5. Maintains interaction with general and client population, educating relative to service, activities, etc. available.
6. Provides necessary reports, documentation, notice and information to relevant Town department.
7. Visits elders in hospitals and nursing homes where indicated.
8. When necessary works with Civil Defense, Red Cross, Fire, Police and Town Disaster Committee to insure that the needs of isolated and frail elders are a priority.
9. Contacts community agencies and local churches in an attempt to locate isolated elders.
10. Arranges publicity for outreach programs through newsletter, local media and meal site.
11. Meets with Council on Aging Director on a routine basis to discuss cases and provide feedback for coordination of senior center activities and update mutual activities.
12. Provides advocacy at Director's discretion in areas of need for the elderly.
13. Assists the Director of the Council on Aging in all elements of service and program provisions.
14. Keeps a file on individuals contacted and updates it semi-annually.

15. Safeguards the confidentiality and privacy of the elderly involved in programs.
16. Attends training and maintains knowledge of program, service, laws, etc. relevant to senior lives and activities.

DESIRABLE QUALIFICATIONS:

Training and Experience: The position requires a B.A. in Human Services or related field; a minimum of four years' experience in an elder care setting, social service or public health position, or in a related field; or any equivalent combination of education and professional experience.

Knowledge, Abilities and Skills: Sensitivity to needs of elders and their families, a pleasant outgoing personality. Ability to listen, respect and maintain confidentiality. Good social/interpersonal and communications skills. Excellent organizational skills and be able to work with minimum supervision.

SPECIAL REQUIREMENTS:

A valid state driver's license issued by an authorized department of motor vehicles.
Use of personal vehicle. Satisfactory results of Criminal Offender Records Information investigation.

TOOLS AND EQUIPMENT USED:

Personal computer including word processing and data base software; calculator; copy and fax machine, postage machine and telephone; vehicle.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently required to sit and talk or hear. The employee is occasionally required to stand, walk, use hands to finger, handle, feel or operate objects, tools, or controls; and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
Most work is required in a typical office environment or environmentally controlled location i.e. indoors. The noise level in the work environment is of moderate noise.

- Revised January 1997
- Revised August 2000
- Revised December 2011
- Revised May 2015