Outreach Worker/Volunteer Coordinator

(formerly Outreach Coordinator)

Council on Aging

(Grade 6)

**Statement of Duties**

The Outreach Worker is responsible for providing client assessments, intake, referral, case management services for elderly individuals in the town of Bourne. Work includes developing effective relationships, making home visits, assessing client’s well-being, making referrals for services, and providing ongoing case management.

**Supervision**

Work is performed under the general direction of the Council on Aging Director. The employee plans and carries out the regular work in accordance with standard practices and previous training, with substantial responsibility for determining the sequence and timing of action and substantial independence in planning and organizing the work activities, including determining the work methods. The employee is expected to solve most problems of detail or unusual situations by adapting methods or interpreting instructions to resolve the particular problem. Instructions for new assignments or special projects usually consist of statements of desired objectives, deadlines and priorities. Technical and policy problems or changes in procedures are discussed with supervisor, but ordinarily the employee plans the work, lays it out and carries it through to completion independently. Work is generally reviewed only for technical adequacy, appropriateness of actions or decisions, and conformance with policy or other requirements; the methods used in arriving at the end result are not usually reviewed in detail.

Employee has access to confidential information of the department, including medical and personal information of clients.

**Job Environment**

The work requires examining, analyzing and evaluating facts and circumstances surrounding individual problems, situations or transactions, and determining actions to be taken within the limits of standard or accepted practices. Guidelines include a large body of policies, practices and precedents which may be complex or conflicting, at times. Judgment is used in analyzing specific situations to determine appropriate actions. Employee is expected to weigh efficiency and relative priorities in conjunction with procedural concerns in decision making.

Errors could result in delay or loss of service, adverse public relations.

The employee has constant contact with clients and their families in person, on the phone, and via computer. The purpose for contact is to provide outreach, referral, and ongoing case management services. Employee has frequent contact with other town departments, social service agencies, groups and organizations, and professionals to coordinate and perform work.

**Essential Duties**

*The statements contained in this job description reflect general details, as necessary, to describe the principal functions of this job, the level of knowledge and skill typically required, and the scope of responsibility. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties, as assigned, including work in other functional areas to cover absences or provide relief, to equalize peak work periods or otherwise to balance the workload.*

1. Makes frequent home visits and phone contact to clients to provide intake and referral services, and provide follow up services and support.
2. Refers clients to community resources such as Elder Services, Bridging the Years, Housing, SHINE, Financial and Legal, and Food Pantry. May serve as liaison to organizations.
3. Works with families and caregivers to provide assistance and support.
4. Assists clients with applications for housing, fuel assistance, tax exemption, and other benefits. Processes fuel assistance applications for both seniors and non-seniors residents of Bourne.
5. Meets with prospective volunteers, assists in the completion of required paperwork, and maintains all related paperwork.
6. Works with the Volunteer to place within the COA & find a good fit.
7. Coordinates the work of COA volunteers, assigns and evaluates work, ensures for proper work assignments.
8. Assists in maintaining the Knox Box program in conjunction with the Fire Department.
9. Works with the Program Assistant on COA programs as needed.

**Recommended Minimum Qualifications:**

**Physical and Mental Requirements:**

Employee works in an office setting and makes visits to clients’ homes. Employee is required to talk/listen, and use hands more than 2/3rd of the time; sit up to 2/3rd of the time; stand, walk, reach, stand, stoop up to 1/3rd of the time. Employee may be exposed to angry or hostile individuals or situations. Employee occasionally lifts up to 10 lbs. Normal vision is required for the position. Equipment used includes an automobile and office equipment.

**Education and Experience:**

Bachelor’s Degree in Social Services, or related field and (2) years of experience providing social services to the elderly; or an equivalent combination of education and experience.

**Licenses and Certifications Required:**

Must have a valid driver’s license and CPR certification. LSW or gerontology certificate preferred, but not required.

**Knowledge, Skill and Ability:**

Knowledge: Social Services principles and practices, gerontology issues, federal, state, local and regional services and local resources available to senior citizens.

*Skill:* Written and oral communication, assessment and counseling skills, computer skills (Microsoft Office) interpersonal skills, organization and planning skills.

*Ability*: Clearly and effectively communicate and interact with the elderly and special needs population, ability to anticipate the needs of clients, maintain accurate records and prepare reports, maintain confidential information, and provide information and assistance to the public. Ability to work independently and prioritize tasks, ability to work effectively under time constraints, and strong desire and ability to provide excellent customer service to the public.

*(This job description does not constitute an employment agreement between the employer and employee, and is subject to change by the employer, as the needs of the employer and requirements of the job change.)*