



## TOWN OF SHREWSBURY

<b>Date Posted:</b> July 20, 2020	<b>Document Type:</b> Job Posting
<b>Weekly Hours:</b> 32 Hours/Week	<b>Title:</b> Outreach Coordinator
<b>Department:</b> Council on Aging	<b>FLSA:</b> Non-Exempt
<b>Supervisor:</b> Council on Aging Director	<b>Bargaining Unit:</b> Non-Union
<b>Hiring Range:</b> \$52,020 - \$61,123.50	<b>Location:</b> Council on Aging

### Summary

Collaborative Outreach Coordinator is sought to join the passionate and progressive Council on Aging Team. This department is comprised of the following staff members: a Director, an Administrative Assistant (Transportation Coordinator), an Office Assistant (Administrative Volunteer Coordinator), an Outreach Coordinator, two Office Support Coordinators, nine Van Drivers, and a plethora of volunteers.

### Essential Functions

- Assess and facilitates connections to services and programs for elders who may be unserved or underserved.
- Conducts home and/or office visits independently to assist elders and their families to assess their needs and facilitate access to programs and services; maintains confidential client files.
- Provides short-term counseling and acts as a liaison between various community service providers, assists in fuel assistance, food programs and home care services.
- Interacts with the Director on a regular basis for specific case management, to share concerns, and to arrange appropriate additional services.
- Participates in multiple cross-functional groups, committees, and boards to support the elder population.
- Able to differentiate between basic client needs and those of a more serious nature. Can identify an emergency, call 911, and inform the Director.
- Responds to crises; coordinates with local agencies and safety departments to modify or alleviate crises; coordinates the small home repairs program and facilitates a caregiver

support group. Monitors changes in elder client's situation and provides follow up assistance as necessary.

- Assists clients in applying for financial support, i.e. fuel assistance, food stamps, Mass Health, and tax exemptions.
- Attends relevant seminars and training programs to maintain knowledge of elder service programs and support service delivery systems.

## **Work Hours**

The Outreach Coordinator will sit in the Council on Aging Business Office and spend about half of the workday out in the field with our community. The hours are conveniently 8 AM – 4:30 PM Monday through Friday with an hour lunch period.

## **Minimum Qualifications**

**Knowledge:** Knowledge and sensitivity to the needs of elders and their families; knowledge of local, state and federal agencies such as Social Security, Medicare and Medicaid Insurance who provide funding, services, programs and delivery systems in support of the needs of the elderly population. Knowledge of technology such as Microsoft Office, Google Suite, and social media in support of department operations and services.

**Abilities:** Ability to interact in a positive and effective manner with elderly people of all ages and at all levels of society, particularly the elderly. Ability to communicate orally in a clear and concise manner; ability to receive, understand, and execute oral and written instructions. Ability to maintain detailed and accurate records and to manage multiple tasks in a detailed and timely manner. Ability to listen, observe and make needs assessments regarding client needs and related services. Ability to work properly with highly sensitive, confidential information. Ability to work independently and to take initiative in an effort to resolve client issues.

**Skill:** Proficient public relations skills and sensitivity to individual client issues. Proficient oral and written communication skills. Proficient data processing skills. Proficient customer service skills.

**Education and Experience:** Master's in Social Work required with expertise in Gerontology and two years related experience. Licensed Clinical Social Worker Preferred.

**Special Requirements:** CORI certification is required as a condition of employment. First Aid and CPR Certification is preferred within thirty-days of hire. Valid Class D Motor Vehicle Driver's license.

## **How to Apply**

For more information regarding this position, check the Town of Shrewsbury's website for Employment Opportunities. When applying for this position a cover letter and resume may be sent via email to Kristina Anderson, Human Resources Coordinator, at [kanderson@shrewsburyma.gov](mailto:kanderson@shrewsburyma.gov) indicating the position you are applying in the subject line. Open until filled.