

POSITION DESCRIPTION

Title: **Outreach Coordinator**
Department: **Council on Aging**
Date: **9/14/2021**
Location: **Wenham Resource Center**

GENERAL PURPOSE

Plans, coordinates and implements a variety of tasks including outreach coordination, van dispatching, and marketing of COA's programs.

SUPERVISION RECEIVED

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

SUPERVISION EXERCISED

None generally.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

May include any or all of the following:

Outreach Coordination

Conducts in-home visits to local elders to assist with information and service delivery provide necessary referrals as needed.

Coordinates with Protective Services network, if applicable.

Assists clients in accessing and completing required applications for local, State and Federal services and programs.

Make referrals to collateral and other agencies when appropriate.

Maintain follow-up program to track client progress.

Assist adult children or relatives of elders to assess and develop appropriate action plan.

Acts as liaison among providers to ensure delivery of necessary services.

Maintains client files and records in a confidential manner.

Awareness of and contact with clients who may potentially require elder services assistance.

Compiles and maintains all necessary program reports and records; submits monthly statistical report to the Council on Aging and any Grantors

Van Dispatching

Using "My Senior Center" software, help monitor schedules for van drivers to transport seniors to/from a variety of appointments (e.g. medical, groceries, bank, etc.)

Prepare statistical reports detailing van ridership (e.g. # of rides, rider demographics, ride types).

Program Marketing

Build awareness and usage of the COA's programs and services. Marketing vehicles include Facebook, Wenham Web Site, local cable channel, newsletters, flyers, and phone calls. Other marketing vehicles to be developed and utilized as appropriate.

DESIRED MINIMUM QUALIFICATIONS

Education and Experience:

- (A) Graduation from a four-year college or university with a degree in social work or a closely related field; Massachusetts Licensed Social Worker.
- (B) Minimum two years experience in Human Services Program; or
- (C) An equivalent combination of education and experience.

Necessary Knowledge, Skills and Abilities:

- (A) Considerable knowledge of elder service programs and delivery systems;
- (B) Considerable knowledge of local, State and Federal laws and regulations governing Council on Aging Programs.
- (C) Knowledge of human services.
- (D) Ability to manage crises and sensitive issues.
- (E) Ability to work and communicate with people and maintain confidentiality.
- (F) Ability to assess, and make decisions regarding the welfare and safety of clients and their families.

SPECIAL REQUIREMENTS

Valid Massachusetts State Driver's License. Must pass Criminal Record Information (CORI)

TOOLS AND EQUIPMENT USED

Computer, including word processing and excel software; calculator; copy machine; telephone; mobile or portable radio; automobile. Preferable to have working knowledge of "My Senior Center" software.

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 walk, sit and talk and hear. The employee is required to use hands to finger, handle, feel or operate objects, tools, or controls; and reach with hands and arms. Specific vision abilities required by this job include close vision, and the ability to adjust focus.

Employees are occasionally exposed to exceptionally dirty and odoriferous environments.