

OUTREACH COORDINATOR

The purpose of this position is to perform administrative, technical and professional work in planning, coordinating and implementing social services for elders and their families in the Pepperell, MA community. This role is responsible for maintaining and improving upon the efficiency and effectiveness of all areas under the control of this position; performs all other related work as required.

Supervision: Supervision Scope: Performs varied and responsible duties requiring a thorough knowledge of departmental operations and the exercise of judgment and initiative to independently perform duties, complete assigned tasks, and analyze the facts or circumstances surrounding individual problems.

Supervision Received: Work is performed under the general supervision of the Council on Aging Director. Generally establishes own work plan and completes work in accordance with established department policies and standards. Performs varied and responsible duties requiring independent judgment.

Supervision Given: Yes

Job Environment:

Work is performed under typical office conditions; work environment is moderately noisy. Work is also performed at the homes of the Town's elderly.

Operates automobile, computer, calculator, telephone, copier, facsimile machine, and other standard office equipment.

Makes regular contacts with the Town's elderly, the general public, other Town departments and officials, and state and local agencies. Contacts require persuasiveness and resourcefulness to influence the behavior of others, as well as a high level of tact, understanding, and patience when interacting with the elderly.

Has access to department-related confidential and/or sensitive information about elderly clients including financial and medical records, the disclosure of which would cause a significant breach of trust and seriously damage the reputation of the department.

Errors in judgment could result in hardship to the Town's elderly population, lower standards of service to the community, and negative public relations for both the department as well as the Town.

Essential Functions:

(The essential functions or duties listed below are intended only 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.)

Occasionally conducts in-home visits as needed to assist elderly clients in assessing their needs and to facilitate and access services.

Makes appropriate referrals with agreement of the client or family member. Makes necessary and required referrals to Protective Service, Elders@Risk and Montachusett Home Care Corp., and works to obtain services for clients places on waiting lists for housing.

Seeks/accepts referrals from private, individuals, social service agencies, religious, fraternal, community organizations, rescue squads, police, etc. Works closely with town departments, police/fire/EMS and BOH for some cases.

Works with hospital discharge planners, VNA's, mental health facilities, and other medical service agencies to coordinate services for clients upon discharge.

Performs follow-up visits or calls to ensure adequacy of assistance. Assist clients in completing appropriate assistance forms. Maintains all associated paperwork and records.

Assists Pepperell seniors who wish to remain in their own homes safely. Provides information to Pepperell Emergency Service about people needing wellness checks and makes connections necessary.

Manages access to funds available for all residents in financial need. This activity may require client interviews, verification of need, preparation of vouchers, assistance with applications, counseling, follow up to ensure well-being, determination of alternative resources, consultation with Friends Organization and Salvation Army.

Coordinates clinics with Nashoba Nursing Services and other health providers relating to blood pressure, nutrition, flu shots, and diabetes and community education. Coordinates SHINE (Serving Health Insurance Needs of Elders) counselor appointments by making contact, providing private meeting space with a computer and phone

Organizes COA support groups, for example bereavement, caregiver support and other related activities. Provides information about other support groups in area.

Provides advocacy in areas such as legal, social security, food stamps, health, housing, medical, fuel assistance, and other areas to town seniors and information and referrals other Pepperell residents in need of aid. Assists in filling out paperwork for such programs. Develops and maintains Resource files.

Develops and maintains phone list for clients seeking private services. Develops and provides list of private services available to seniors.

Provides information to update brochures to describe Outreach Programs; Distributes brochures to appropriate persons, locations and agencies.

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Provides information for COA monthly newsletter. Coordinates sponsors for monthly birthday cake, and other programs.

Works finding new resources or programs to assist senior and non-senior residents of the town of Pepperell.

Works closely with Director on programs and presentations. Coordinate and organize annual Health Fair for All.

Maintains and provides records of daily logs of work to COA on monthly basis. Submits a written monthly report for COA board meetings.

Attends area outreach meetings regularly. Attends workshops and networking events. Meets with town departments for TRIAD as needed.

Attends evening functions and programs at the senior center when needed.

Maintains regular attendance and punctuality at the workplace to provide availability of service to potential and regular clients.

Open and close senior center when needed though primary work hours are ~ 9:30am to ~1:30pm

Performs similar or related work as required, directed or as situation dictates.

Recommended Minimum Qualifications:

Education, Training and Experience:

Ideal candidates will have strong organization skills, be able to multi-task and have experience with promoting and maintaining programs or activities. Experience and/or degree in Human Services field a plus as well as any experience helping senior populations.

Special Requirement:

Possession of a valid driver's license.

Knowledge, Ability and Skill:

Knowledge: Good or growing (through On-The-Job Training) knowledge of the issues surrounding the elderly/aging process. Good or growing (through On-The- Job Training) of proper physical guidance and support techniques. Good or growing (through OTJ Training) Knowledge of current counseling, evaluation, social, economic, health problems and laws and regulations under which elderly home care and other support service programs are administered including applicable state and federal agencies with an emphasis on service to the elderly. Knowledge of computer operations.

Ability: Ability to listen, observe and interact in a positive and effective manner with people at all levels of society, particularly the elderly. Ability to deal tactfully, patiently and appropriately with elderly clients. Ability to maintain and respect the confidentiality of elderly clients. Ability to remain calm, concentrate and perform all responsibilities in a competent manner at all times. Ability to stay attuned to needs of elderly members of the community; ability to establish trusting relationships in a short period of time. Ability to manage multiple tasks in a prompt and efficient manner. Ability to react quickly and calmly in urgent situations. Ability to work independently. Ability and willingness to learn job-related skills. Ability to satisfy attendance requirements.

Skill: Excellent customer service and public relations skills. Skills in operating personal computers, particularly word processing and spreadsheet applications, (including MS Word, Excel, MS Access Database, report generation and Internet).

Physical Requirements:

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.

Regularly required to stand, walk, crouch, stoop, and sit; must be able to manipulate objects, tools, or controls, and be able to pick up and use books, and other common objects. May spend a large portion of time standing and/or walking. Assists elderly clients to stand and/or sit; lifts and/or moves objects weighing up to 30 pounds. Talks and hears. Vision and hearing at or correctable to normal ranges. Operates automobile to transact business.

(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.)

