

TOWN OF WAYLAND
POSITION DESCRIPTION

Title: Outreach Coordinator
Department: Council on Aging
Appointing Authority: Town Manager
Affiliation: Non-union
Grade: N-4
Personnel Board Approved: 2/18/2003
Personnel Board Revised: 7/28/2022

Summary of Duties

Responsible for providing professional counsel, information, referral and follow-up to elders, families, and community members, on a variety of issues; Serves as an advocate for elders, acts as a liaison with community agencies; works with the COA Communications/Community Relations Coordinator to coordinate volunteer programs. Provides general human services assistance as needed, and contributes to the ongoing development and provision of all COA services.

Supervision Received

Receives general supervision from the Director. Exercises discretion and initiative in resolving elders' problems.

Job Environment

Performs duties under typical office conditions; visits elders' homes. Has frequent contact with elders, their relatives, the community, and representatives from a variety of agencies. Contact may require patience, tact and understanding. Confidentiality may be required. Operates standard office equipment. Errors could result in delay or loss of services and programs and poor public relations for the Council on Aging.

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.

Provides information and referral to elders and their families on a variety of issues including but not limited to health, housing, insurance, legal matters, social concerns, employment, home help, transportation, and financial assistance resources, etc.

Maintain records, reports and other confidential files regarding case management activities and other encounters with residents.

Seeks, accepts and follows-up referrals from agencies, individuals, and other sources; coordinates case finding activities.

Performs advocacy and case management for seniors as needed with other agencies including but not limited to Social Security, legal services, home care, visiting nurses and health care. Assists residents with completing applications/forms.

Assists Communications/Community Relations Coordinator as needed with the recruitment and supervision of volunteers, both adult and school age, to assist elders in a variety of roles.

Works with the Communications/Community Relations Coordinator to inform senior citizens and the community regarding important topics relevant to senior citizens. This may include written materials, online resources, and public presentations.

Oversees the provision of necessary support groups and/or information sessions for caregivers and other special populations.

Serves as liaison to the housing authority and provides on-site outreach as needed.

Provides regular updates on clients and program status to Director.

Contributes to monthly newsletter.

Assists Director with planning and programming as requested; evaluates programs and services on a regular basis.

Receives Fuel Assistance Training to assist with the application process for Wayland residents of all ages.

Attends information sessions/trainings, and receives certifications as needed on current topics related to senior services. These include, but are not limited to Medicare/SHINE, Dementia Friendly/Age Friendly/Livable Communities, LGBTQ outreach/sensitivity, etc.

Performs other duties as required.

Recommended Minimum Qualifications

Education:

BS or BA in a relevant field of endeavor from an accredited institution, preferred.

Experience:

Must have a minimum of two (2) years of experience in human services; elder service experience is preferred.

Substitutions:

None

Licenses:

Must possess a valid driver's license.

LICSW, MCOA Outreach Certification, AIRS Certification, Certified Dementia Practitioner, preferred.

Knowledge, Abilities and Skills:

Knowledge of federal and state programs available for senior citizens. Ability to clearly communicate with a variety of individuals. Ability to utilize good social, interpersonal and communication skills. Ability to maintain confidentiality. Computer literate with Microsoft Word, and similar office products. Ability to learn and utilize computer-based registration systems, familiarity with technology products commonly used to maximize senior independence and safety, such as emergency response, cell phones and in home communication systems.

Physical Requirements:

Light physical effort required to set-up and breakdown tables and chairs.

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.