

**TOWN OF SHREWSBURY**  
**Position Description**

Position Title: Outreach Coordinator

Department: Council on Aging

Reports To: Council on Aging Director

Date: May 2021

**GENERAL SUMMARY:**

Responsible for the planning, coordinating and provision of outreach and referral services to elders and their families in the Town of Shrewsbury. The employee is required to perform all similar or related duties.

**ESSENTIAL JOB FUNCTIONS:**

- Assess and facilitate 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. Conducts meetings in varying public locations to increase the access and equitability of outreach programming.
- Maintains confidential client files and inputs all data and interactions in the My Senior Center database.
- 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 and office staff 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 the 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. Able to refer clients out to the appropriate sources for additional services.
- Attends relevant seminars and training programs to maintain knowledge of elder service programs and support service delivery systems.

**PREPARATION, SKILLS, KNOWLEDGE & ABILITIES:**

**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.

### **WORKING CONDITIONS AND PHYSICAL DEMANDS:**

**Physical Demands:** Work requires moderate, intermittent physical strength and effort on a regular basis. Work effort principally involves sitting, crouching and kneeling to perform work tasks, with intermittent periods of stooping, walking, and standing. The employee is regularly required to lift, push or pull department equipment, tables, chairs, and computer paper.

**Motor Skills:** Duties may involve assignments requiring the application of hand and eye coordination with finger dexterity and motor coordination in order to operate a motor vehicle, personal computer, or to reach with hands and fingers to operate office equipment.

**Visual/Auditory Skills:** The employee is required to constantly read documents, personal computer screens and written reports for general understanding and routinely for analytical purposes. The employee must have the auditory ability to listen and comprehend. The employee is not regularly required to determine color differences.

*The above statements are intended to describe the general nature and level of work being performed by people assigned to do this job. The above is not intended to be an exhaustive list of all responsibilities and duties required.*

**\*External and internal applicants, as well as position incumbents who become disabled, as defined under the Americans With Disabilities Act, must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.**

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Approval

\_\_\_\_\_  
Date