



TOWN OF PEMBROKE

Pembroke Council on Aging
144 Center Street, Pembroke, Massachusetts 02359
Phone: 781-294-8220 Fax: 781-293-5801

Position Title: Outreach Worker ~ Council on Aging

19 hours per week, no benefits, Grant funded

Position Purpose:

To perform social services and affiliated administrative work to identify, address and support the needs of Pembroke residents age 60 and over. Creative program development to address identified needs.

Supervision:

The Outreach worker works under the general direction of the Director of the Council on Aging. Employee must be able to work independently, planning and prioritizing as needs arise. Must use critical thinking and independent judgement in assessing individual situations and determining appropriate course of action. May delegate to and coordinate with the Outreach assistant as necessary.

Job Environment:

Work is performed within the Senior Center and in the community visiting seniors in their homes.

Focused and frequent contact with the seniors in the community, the ability to collaborate with other town departments. Builds relationships with other service providers in community.

Must have valid driver's license and vehicle, be able to utilize all standard office equipment, be proficient in word and excel and able to learn and use the My Senior Center computerized program.

Will have access to confidential information, must use professional judgement, discretion and professional protocols.

Errors could result in delay of services; reduced services to seniors in need; increased confusion on the part of the elderly; and adverse public relations for the department and/or the town.

Essential Functions:

(The essential functions of 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.)

Is the primary source of information and resources for seniors, families and caregivers in the Council on Aging. Provides support and advocacy.

Familiar to the needs of the elders in the community; comfort and ability to establish trusting relationships in a short amount of time.

Provides contact with clients, both by phone and in-home visits to assist elderly clients in assessing their needs and facilitating access to services. With agreement of both the senior and/or family member(s), makes appropriate referrals and follow-up calls/visits to ensure quality of assistance.

Facilitates and develops educational programs, seminars and support groups.

Encourages participation in the Senior Center activities and programs.

Assists clients with completion of forms and applications for fuel assistance, SNAP and other supplemental services or benefits. Advocates for and assists seniors with entitlement programs.

Develops an information and referral network with various agencies, corresponds with representatives to obtain information and assistance or to refer clients for services.

Utilizes My Senior Center to maintain current, accurate and confidential records on all clients.

Attends seminars, meetings and conferences related to services for the elderly to remain informed of current information in the field. Maintains resource file.

Maintains current PEMA list.

Attends and participates in all staff meetings. Meets with the Director on a regular basis to discuss cases and provide feedback to improve Outreach services.

Compiles monthly and annual outreach statistics and reports.

Performs other duties as assigned by the Director.

Recommended Minimum Qualifications:

Education, Training and Experience:

Bachelor's degree in Gerontology, Human Services, Social Work or related field; 3 to 5 years of experience working with the elderly; or any equivalent combination of education and experience. Licensed Social Worker preferred. Must have own vehicle and valid driver's license. Mandatory CORI check required.

Knowledge, Skills and Abilities:

Knowledge: Thorough knowledge of community resources, programs and delivery systems which provide services to the elderly. Basic knowledge of departmental operations and the laws/rules/regulations governing the department. Knowledge of computers and ability to input data. Knowledge of the importance of confidentiality.

Ability: Ability to interact with the elderly in an empathetic, compassionate manner, establish trust and respect autonomy. Ability to communicate and articulate effectively. Ability to assess and make decisions regarding the welfare and safety of clients and their families and to manage crises and sensitive issues. Ability to listen and observe; identify needs and concerns; use tact and respect; work independently. Ability to operate standard office equipment. Ability to work as a team player.

Skills: Excellent social and interpersonal skills. Excellent public relations and communication skills, both verbal and written. A high level of patience and tact. Assessment skills to identify potential needs with ability to design programs to meet anticipated needs. Skill in popular word processing, spreadsheet and database applications.

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 essential functions.)

Regularly required to operate objects, tools or controls. Ability to pick up common office objects weighing up to 25 lbs. Communicates verbally and in writing; ability to convey department service information to the elderly. Ability to operate a motor vehicle. Employees are frequently required to assist clients as they walk or sit and may be required to push a wheelchair.

(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 requirement of the jobs change.)

Please contact Anna Seery, Director at aseery@townofpembroke.com for application information.