



## TOWN OF PEMBROKE

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

### ***Job Posting Outreach Coordinator Full Time***

#### **Position Purpose:**

Plans, coordinates, and implements social services for elders and their families as well as disabled residents of all ages in the Town of Pembroke. Works as a member of the Council on Aging team and reports to the Director of the Council on Aging. Required to serve as department head in the event of the temporary absence of the Council on Aging Director. The employee is required to perform all similar or related duties.

#### **Essential Functions:**

*(The essential functions or duties listed below are intended only as illustration 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 logical assignment to the position.)*

- Makes home visits, assists seniors/families in defining their needs, facilitates access to services, makes appropriate referrals, and provides information regarding resources available including housing, health care, home care, transportation, nutrition, financial and legal services available to clients.
- Maintains office hours for appointments.
- Conducts assessment of clients; reviews and determines case management plan; coordinates and implements delivery of local, state, and federal services.
- Responds to crisis; coordinates with Council on Aging Director, local agencies, and safety departments to modify or alleviate crises.
- Accepts referrals from private individuals, social service agencies, religious and community organizations and police and fire.
- Maintains confidential client files and records.
- Utilizes *MySeniorCenter* software to update client information and record services provided.
- Maintains a daily log of phone calls and activities. Maintains written reports and statistics monthly, reports to the Council on Aging Director on a routine basis. Maintains accurate records in a confidential file.
- Makes constant contacts with senior citizens; communicates with the town departments, regional social service organizations, and other COA outreach workers and social workers. Contacts are in person, by telephone, email, and writing.
- Complies with mandated report guidelines and procedures.
- Provides regular feed back to the Director of the Council on Aging regarding the needs of clients.
- Assists in the development of programs to benefit the elder population and the community.
- Attends staff meetings and monthly Council on Aging Board meetings as required. Responsible for producing monthly outreach article for COA newsletter.
- Participates in the COA's transportation program which provides rides to seniors and Pembroke residents with disabilities.

### **Recommended Minimum Qualifications:**

**Education and Experience:** A bachelor's degree or equivalent level of trade knowledge in Social Work, Human Services or related field is preferred; a minimum of three to five (3-5) years related work experience preferably with the elderly population; or any equivalent combination of education, training and experience which provides the required knowledge, skills, and abilities to perform the essential functions of the job.

**Special Requirements:** As a condition of employment, the employee is required to be CORI certified and hold a Class D Motor Vehicle Driver's License.

### **Knowledge, Abilities and Skill:**

**Knowledge:** Some knowledge of human services. Considerable knowledge of elder services programs specific to Plymouth County.

**Ability:** Ability to exercise patience, compassion, and flexibility and to make independent judgements in responding to emergency situations. Ability to manage crises and sensitive issues. Ability to assess and make decisions regarding the welfare and safety of clients and their families. Ability to communicate effectively and maintain confidentiality. Ability to operate standard office equipment.

**Skill:** Excellent planning and organizational skills. Excellent written and verbal communication skills. Proficient computer skills; interpersonal and problem-solving skills, public relation skills.

**Physical Requirements:** Regularly required to walk, stand, sit, talk, and hear; pick up files and other common office objects. Ability to view computer screens and work with details for extended periods of time. May move objects up to 30 pounds. Must be able to communicate effectively. Must be able to drive and have access to a car. *(The physical demands described here are of those that may 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)*

**Supervision:** works under the direction of the Council on Aging Director or Town Manager in the absence of the Director. Most duties are performed independently and require initiative and independent judgement to provide services to clients and deal with individual problems and cases, consults with the director on difficult cases or situations.

**Supervision given:** Position does not require the regular supervision of employees but may supervise the outreach employees and the work of the van drivers regarding transportation work.

**Job Environment:** Working is performed under typical office conditions, operate computer, telephone, facsimile machine, copier, calculator, and other standard office equipment. Errors could result in adverse public relations, reduction in the level of service and monetary loss. *(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.)*

- 40 Hours Per Week