

Town of Halifax, Massachusetts
Job Description

Position Title:	Outreach Assistant	Grade Level:	U
Department:	Council on Aging	FLSA Status:	Non-Exempt
Reports to:	Council on Aging Director		

Statement of Duties: The Outreach Assistant is responsible assisting the Director of COA and the Outreach Coordinator with the provision of outreach and referral services to elders and their families as well as handicapped residents in the Town of Halifax. The employee is required to perform all similar or related duties.

Supervision Required: Under the general supervision of the Director of Council on Aging, the employee is familiar with the work routine and uses initiative in carrying out recurring assignments independently with specific instruction. The supervisor provides instruction for new or unusual assignments. Unusual situations are referred to the supervisor for advice and further instructions. Supervisor reviews work to remain aware of progress, work methods, and technical accuracy.

Supervisory Responsibility: The employee is not required to regularly supervise any department employees.

Confidentiality: In accordance with the State Public Records Law and HIPAA regulations, the employee has regular access to confidential information such as client records obtained during the performance of position responsibilities.

Accountability: Consequences of errors, missed deadlines or poor judgment may include adverse customer relations, delay in service or jeopardize programs.

Judgment: Numerous standardized practices, procedures or general instructions govern the work performed and in some case may require additional interpretation. Judgment is needed to locate, select and apply the most pertinent practice or procedure, regulation or guideline.

Complexity: The work consists of a variety of duties which generally follow standardized practices, procedures, regulations or guidelines. The sequence of work and/or the procedures followed vary according to the nature of the transaction and/or the information involved, or sought, in a particular situation.

Work Environment: The work environment involves everyday discomforts typical of a municipal office setting or a client's home environment subject to frequent interruptions. Noise or physical surroundings may be distracting but working conditions are generally not unpleasant.

Nature and Purpose of Public Contact: Relationships are primarily with co-workers and the public involving frequent explanation, discussion or interpretation of practices, procedures, regulations or guidelines in order to render service, plan or coordinate work efforts, or resolve operating problems. Other regular contacts are with representatives of other departments or agencies, lawyers and representatives from insurance companies. More than ordinary courtesy, tact, and diplomacy may be required to resolve complaints or deal with uncooperative or uninformed persons.

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Occupational Risk: Duties generally do not present occupational risk with occasional exposure to personal injury. Personal injury could occur, however, through employee failure to properly follow safety precautions or procedures when conducting client home site visits. Examples of personal injury may include bruises from falls, cuts or burn, traffic, or muscular strains from lifting, pushing or carrying equipment or work materials.

Essential Functions:

The essential functions or duties listed below are intended only as illustrations of the various type 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.

Assess and facilitates connections to services and programs for elders who may be unserved or underserved. Assists with the updating of card filing system. Answers the department telephone, sets up appointments for various elder service support programs including but not limited to SHINE, Fuel Assistant, SNAP etc.

Conducts home and/or office visits independently to assist elders and their families to assess their needs and facilitate access to elder service programs and services; maintains confidential client files in accordance with HIPAA regulations.

Acts as a liaison between various community service providers, assists in completing SNAP forms, fuel assistance, food programs and home care services; Interacts with the Director on a regular basis for specific case management, to share concerns, and to arrange appropriate additional services.

Serves as a Mandated Reporter for Elder Abuse/At Risk.

Debriefs the Director or Outreach Coordinator as necessary regarding client needs and services provided. Prepares statistical activity reports regarding services provided.

Responds to crises; coordinates with local agencies and public safety departments to modify or alleviate crises. Monitors changes in elder client's situation and provides follow up assistance as necessary.

Attends relevant seminars and training programs to maintain knowledge of elder service programs and support service delivery systems.

Recommended Minimum Qualifications

Education and Experience: Associate's degree or equivalent journeyman's level of trade knowledge in Social Work, Human Services or a related field is preferred; Up to one (1) year 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. Valid Class D Motor Vehicle Driver's license.

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Knowledge, Abilities and Skill

Knowledge: Knowledge elder service programs 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 office software, the Internet, web sites and social media in support of department operations and services. Knowledge of Mandated Reporter of Elders at Risk Program.

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 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.

Physical and Mental 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 position's essential functions.

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 as well as . The employee is regularly required to lift, push or pull department equipment, tables, chairs, photocopy 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 or file papers.

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.

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.