

# **OUTREACH WORKER OPENING**

## **Council on Aging**

20-30 hours per month

Posting open through July 16, 2014

Internal and external applicants will be accepted, internal applicants will have interview priority

Grade 6 Step 1 \$17.13/hour

### **Statement of Duties**

Position performs responsible administrative and advisory work in providing resource and referral information to elders in the community, and their families. Work includes assessing the needs of seniors and recommending services and benefits available to them.

### **Essential Functions**

1. Provides direct counseling in the office and in the home to elderly citizens and their families; evaluates the needs of elderly citizens when necessary; assists families of the elderly by providing information and guidance regarding organizations and agencies that can be of assistance; follows through on all clients to assure that services are in place.
2. Assists elderly citizens in filing applications and required paperwork for assistance programs.
3. Educates clients and their families in areas such as nutrition, insurance options, housing options, and other benefits.
4. Assists homebound elderly citizens with bill paying and other services.
5. Provides a variety of social, health and information services; answers questions and provides information by phone and in person.
6. Maintains related files and records; completes written reports and statistical data on monthly home visits and documented referrals.

Position has regular contact with other town departments, social services agencies, government agencies, other outreach workers, and volunteers for the purpose of coordination services, giving or receiving information and assistance, resolving problems, and coordinating work. Contact usually occurs in person, in writing, or on the phone.

### **Job Environment**

Work is performed according to numerous standardized practices, procedures, or general instructions governing the work. Employee is expected to use judgment to locate, select, and apply the most pertinent practice, procedure, regulation, or guideline. Work consists of a variety of duties that 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.

Errors can result in legal repercussions.

Position has constant contact with the public, especially the senior population and their families, for the purpose of providing resource and referral information, responding to inquiries, giving or receiving information, ensuring for the well-being of seniors, or providing explanations and problem solving. Position has regular contact with other town departments, social services agencies, government agencies,

other outreach workers, and volunteers for the purpose of coordination services, giving or receiving information and assistance, resolving problems, and coordinating work. Contact usually occurs in person, in writing, or on the phone.

### **Physical and Mental Requirements**

Employee works in a quiet office setting and is required to make home visits up to 1/3<sup>rd</sup> of the time. Employee may be exposed to unsanitary conditions or hostile situations up to 1/3<sup>rd</sup> of the time. Employee is required to sit, talk, listen/hear, and use hands more than 2/3<sup>rd</sup> of the time; stand, walk, climb, balance, stoop, kneel, crouch, crawl, drive, and assist frail elders up to 1/3<sup>rd</sup> of the time. Employee occasionally lifts up to 10 lbs. Normal vision is required for this position. Equipment operated includes automobile, light equipment, office machines, and computers.

### **Education and experience**

A candidate for this position should have an Associate's Degree in Social or Human Services, and three (3) years of experience working with the elderly or equivalent education and experience.

### **Special Requirements**

A candidate for this position must have a valid driver's license and a car. Mileage will be reimbursed. A candidate must pass a C.O.R.I. check.

### **Knowledge, Skills and Abilities**

A candidate for this position should have knowledge of the following:

- Traits/characteristics and the needs of the senior population
- Social services available to seniors
- Communication, customer service, and organization skills
- Computer skills

This is a non-union position.

Please submit your resume to Human Resources [jobs@virtualnorfolk.org](mailto:jobs@virtualnorfolk.org)