



TOWN OF BREWSTER, MA JOB DESCRIPTION

Title: Outreach Worker	Classification: Non-Union, Personnel Bylaw
Department: Council on Aging	Grade: 5
Reports to: Council on Aging Director	FLSA Status: Non-Exempt
Effective Date: 06-14-22	

Summary

Position performs responsible administrative, technical, and professional work planning, coordinating, and implementing social services for seniors in the community. Performs all similar or related duties as required.

Essential Functions

The essential functions or 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.

Assists clients over 60 with gaining access to public support programs, including but not limited to SNAP, fuel assistance, Adult Day Programs, property tax exemptions, and Elder services. Assist with filling out applications and required documentation for various assistance programs.

Responds to critical needs and crises in sometimes urgent circumstances. Advocates for seniors and their often-remote families.

Conducts SHINE counseling and provides critical information and benefits to seniors on Medicare and MassHealth. Completes MassHealth applications for Long-Term Care and Frail Elder Waiver, advocates for clients throughout the approval/appeal process. Provides training seminars to Medicare eligible seniors.

May accompany seniors to medical consultations; assists with some grocery/pharmacy shopping, and other needs as necessary.

Communicates and coordinates with other professional agencies to provide services and follow-up case management. Serves as a Mandated Reporter for Elders at Risk in accordance with state guidelines.

Attends regular training to keep up to date on relevant services available.

Completes monthly reports and debriefs the Council on Aging Director.

Performs similar or related work as required or as situation dictates.

Supervision

Supervision Scope: Performs 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.



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Supervision Received: Works under the general supervision of the Council on Aging Director. Generally, establishes own work plan and completes work in accordance with established department policies and standards. Performs varied and responsible duties requiring independent judgment.

Supervision Given: None.

Recommended Minimum Qualifications

Education, Training and Experience

Bachelor's Degree in Human Services or related field; minimum three years experience as it relates to social work or psychology and in direct service or case management of clients, or an equivalent combination of education, training, and experience.

Special Requirements:

Valid motor vehicle operator's license.

SHINE Certified or ability to become certified in first year of employment.

Knowledge: Knowledge of the issues surrounding the elderly/aging process. Thorough knowledge of the needs and concerns of seniors. Knowledge of local services available to seniors. Knowledge of local, state, and federal laws, resources, and qualification requirements for various services available to seniors.

Abilities: Ability to work independently. Ability to develop effective and constructive working relationships with senior citizens and service providers. Ability to deal tactfully, patiently, and appropriately with senior clients. Ability to manage multiple tasks in a prompt and efficient manner. Ability to react quickly and calmly in urgent situations. Ability to maintain client confidentiality.

Skills: Excellent customer service skills, written, and verbal communication skills. Proficient with Microsoft Office software and department database applications. Excellent assessment and problem-solving skills.

Job Environment

- Work is performed under typical office conditions; Some work performed in client homes, in various conditions, for assessment. Work environment is moderately noisy.
- Operates a computer, automobile, calculator, copier, facsimile machine, and other standard office equipment.
- Contacts are by phone, through correspondence in writing and email, and in person; contact is with senior clients and families, town departments and town staff, attorneys, state and federal agencies, service providers, and consist of an information exchange dialogue, discussing routine and complex matters.
- Has some access to an extensive amount of confidential/personal information about clients and their families.
- Errors could result in delays and reduced levels or loss of services.

Physical Requirements

The physical demands described 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 essential functions.

While performing the duties of this job, minimum physical effort is required to perform administrative duties. The employee is frequently required to speak, hear, sit, stand, walk, stoop, kneel, crouch, and reach with hands and arms as in picking up paper, files, and other common office objects and operate



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equipment, and assist elderly clients. Employee may seldom lift and/or move objects weighing up to 50 pounds. Vision and hearing at or correctable to normal ranges.

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.

Pay Equity/Equal Opportunity/Americans with Disabilities Act Employer