

# Town of Sherborn Job Description

Form approved by Personnel Board 2/23. Amended and approved by Personnel Board 2/23/23

<b>JOB TITLE:</b> Outreach Coordinator	
<b>DEPARTMENT NAME:</b> Council on Aging	
<b>FLSA STATUS:</b> Exempt: _____ Non-Exempt: <input checked="" type="checkbox"/> _____ Hours worked per week: 24	<b>EMPLOYEE TYPE:</b> (see General By-Laws Personnel Administration Plan for definitions) Salaried _____ Regular Part-Time <input checked="" type="checkbox"/> _____ Casual Part-Time _____ Regular Full-Time _____ Supplemental Part-Time _____ Temporary _____
<b>REPORTS DIRECTLY TO (INDICATE JOB TITLE):</b> Council on Aging Director Assistant Director	
<b>I. JOB SUMMARY</b> - Briefly describe the primary function of this job.  The Outreach Coordinator operates under the guidance of the COA Director within the policies of the COA, and within the laws of the Town, Massachusetts General Laws, and Federal Laws.	
<b>II. JOB DUTIES</b> - List six to eight of the most important duties using concise and comprehensive statements. Begin with the most important duty. Include any essential or important physical demands that are required to complete each of these duties. Use separate sheet if necessary.	
<ol style="list-style-type: none"><li>1. Provides in-person and telephone consultations to residents of all ages and their families, including resource information, planning ideas both for immediate use and for longer range planning, problem solving, and education about beneficial social, educational, support, and financial resources.</li><li>2. Conducts home visits to consult with individuals and/or families or caregivers in cases when office visits are not possible due to frailty, disability, transportation, child care or other issues.</li><li>3. In consultation with the Director, makes referrals to other services as needed, primarily to the: SHINE counselors, SNAP, SMOC.</li><li>4. Works collaboratively with the Director and Asst. Director to initiate and maintain resources for older adults or individuals with disabilities who request it, including transportation rides, grocery shopping, friendly visiting, home fix-it, and more.</li><li>5. Provides follow-up calls and consultations as appropriate for residents and families who have used Council on Aging services.</li><li>6. Develops, maintains and updates a computerized database of resources, services, and information on topics relating to financial assistance programs, aging, and care giving for the use of residents, their families, and staff.</li><li>7. Designs and maintains attractive written resource information for distribution customizable depending on customer needs and requests.</li><li>8. Maintains an up-to-date library of resource information and brochures on commonly requested services for distribution as requested.</li><li>9. Prepares a monthly column on topics of interest to seniors for the bi-monthly newsletter and weekly email blasts.</li><li>10. Oversees the Friendly Call/Visitor program, Men's Luncheon Group and assists with Senior Café meal planning.</li><li>11. Must be able to update records in My Senior Center, be adept at Word and Excel.</li><li>12. Performs related duties as required.</li></ol>	

**II. EDUCATION, TRAINING & EXPERIENCE** - *Describe the minimum level of education, training, and experience, as well as any special skills or certifications, which are required to competently perform the duties of this job.*

The minimum level of education required for this position is a Bachelors Degree. The job would require at least three years of work experience in a non-profit and/or customer service oriented business. One year experience working with an older adult population. PC experience is necessary for all program research with direct knowledge of Word, Excel, and Internet Searches. Social work background would be helpful but not necessary for researching outreach services and support systems. Understanding of federal and state funding is important when connecting older adults and families to available subsidies.

**IV. COMMUNICATIONS & CONTACTS** - *List the jobs, external departments or organization with which the job has the most frequent contact. Describe the purpose and frequency of the contacts (Do not include supervisors and subordinates).*

<u>Contact</u>	<u>Purpose</u>	<u>Frequency</u>
Sherborn Churches	Outreach Opportunities	Weekly
Town Hall Offices and Organizations	Advocacy for Sherborn Older Adults	Weekly
Families of Older Adults	Outreach Support and Services	Weekly

**V. MANAGERIAL & SUPERVISORY RESPONSIBILITIES** - *Describe the function(s) over which this job has direct accountability and authority.*

This position is a non-management level.

The job has direct accountability over information provided to seniors regarding advocacy services and support. Research and development of support systems to seniors and families is a direct responsibility of the Outreach Coordinator.

**VI. WORK ENVIRONMENT:** Describe the workplace environment e.g. office, outdoors, night work, and any equipment usage requirements.

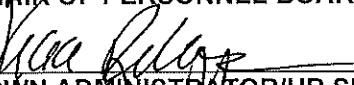
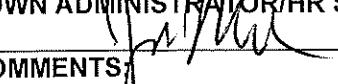
Knowledge of PC, copy machine, scanner, office phones and file procedure necessary to perform job to potential.

**VII. REPORTING RELATIONS** - *Attach and organizational chart if possible indicating where this job fits in the department's operations.*

See attached organizational chart.

Reports directly to the COA Director and in the absence of the Director reports to the Assistant COA Director

*The above statement is intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.*

SUPERVISOR'S/MANAGER'S SIGNATURE: 	DATE: 9/28/23
CHAIR OF PERSONNEL BOARD SIGNATURE: 	DATE: 9/19/23
TOWN ADMINISTRATOR/HR SIGNATURE: 	DATE: 9/29/23
COMMENTS: Approved at the Personnel Board meeting on 1/20/23	