

Outreach Coordinator
Senior Center
35 hours per week

The Town of Sudbury seeks a highly responsible individual as Outreach Coordinator to assist in managing the day-to-day operations of the Sudbury Senior Center; provide important social services to our older adult population; oversee the Senior Center's and Sudbury Transportation Committee's transportation programs; assist with special projects/program development to improve customer service, programming, and Senior Center services; and provide oversight of the Senior Center during the Director's absence. Must be able to communicate clearly, as well as diplomatically, in written and oral form.

Minimum qualifications: Bachelor's degree in human services, social work, community health, or related field; three to five (3-5) years related work experience preferably with the older adult 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. Valid MA class D driver's license required.

Minimum requirements are contained in job description posted on Town's website at www.sudbury.ma.us/departments/HR. Starting salary range: \$55,007 to \$66,645 DOQ (full salary range to \$72,344). Excellent benefits. Send resume and cover letter in confidence to Debra Galloway at gallowayd@sudbury.ma.us. by May 24, 2024 at noon. AA/EOE

See complete job description below.

OUTREACH COORDINATOR

Position Purpose:

The purpose of this position is to: assist in managing the day-to-day operations of the Sudbury Senior Center; provide important social services to Sudbury's older adult population; oversee the Senior Center's and Sudbury Transportation Committee's transportation programs; assist with special projects and/or program development to improve customer service, programming, and Senior Center provision of services; and provide oversight of the Senior Center during the Director's absence.

Supervision:

Supervision Scope:

Performs varied and responsible functions requiring a thorough knowledge of all Senior Center departmental operations and the exercise of judgment and initiative to interpret and work within guidelines, policies, procedures and practices. Works with town-wide issues.

Supervision Received: Works under the supervision of the Sudbury Senior Center Director.

Supervision Given: Provides supervision during the Senior Center Director's absence.

Job Environment:

Work is generally performed under typical office conditions in a fast-paced environment.

Noise is moderate in level. Employee must be able to perform duties while being constantly interrupted during the work day.

Regularly operates telephone, computer, printer, and standard office machines as needed.

Interacts daily with general public, employees, other departmental employees, other town departments and vendors, local town officials. Communication is generally in person, by telephone, in writing and by e-mail.

Has access to confidential information that requires the application of appropriate judgment, discretion and professional protocols.

Errors could result in confusion, delays or loss of service, adverse public relations; errors could result in legal ramifications.

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).

Provide in-person and telephone consultations to seniors and their families, including resource information, care planning ideas both for immediate use and for longer range planning, problem solving, and education about issues of aging.

Conduct home visits to consult with seniors and/or caregivers in cases when office visits are not possible due to the frailty of the senior or other issues.

In consultation with the Director, make referrals to other services as needed, including to the Sudbury Town Social Worker, to the SHINE counselor, to the home delivered meals program, to the Board of

Health nurse, and as required by law, to the appropriate agency in cases of elder abuse, neglect, financial exploitation and self-neglect.

Work collaboratively with the Volunteer Coordinator to initiate and maintain volunteer services for seniors who request it, including, grocery shopping, friendly visiting, home fix-it, and more.

Provide follow-up calls and consultations as appropriate for seniors and families who have requested assistance.

As time allows, organize and lead, or coordinate and oversee support-type groups for seniors and families, based on identified senior and community needs.

Design and maintain attractive resource information for sharing with older adults and caregivers, customizable depending on customer needs and requests and also posted online on the Senior Center website.

Prepare a monthly column on topics of interest to older adults for the Sudbury Senior Center newsletter.

Assist seniors and others in applying for the Federal Fuel Assistance program and other appropriate programs.

Coordinate transportation services, including providing information, assisting with applications, daily schedules, statistics, monthly invoices and assisting riders with concerns and questions. Consulting with Director on areas of concern.

Assist with implementation and management of the new programs in the new Senior Center/Community Center.

Assisting with special projects or program coordination and development, including: improving customer service/registration; new programs for older adults and/or caregivers, and other projects as needed.

Accept other duties as assigned.

Recommended Minimum Qualifications:

Education, Training, and Experience:

Bachelor's degree in human services, social work, community health, or related field; three to five (3-5) years related work experience preferably with the older adult 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. Valid MA class D driver's license required. Knowledge of HIPAA regulations and ability to maintain client confidentiality.

Special Requirements

CPR and first aid certification recommended.

Acceptable CORI required.

Knowledge, Ability and Skill:

Knowledge: Thorough knowledge of office equipment and excellent computer skills.

Ability: Ability to interact with seniors with sensitivity, tact, and understanding. Ability to respect and maintain confidentiality and to communicate clearly, as well as diplomatically, in written and oral form. Ability to work independently and be self-motivated.

Ability to perform addition, subtraction, multiplication and division; ability to calculate decimals and percentages.

Ability to exercise judgment, decisiveness and creativity in situations involving broader aspects of programs and operations, moderately unstable situations, or the direction, control and planning of an entire program or set of programs.

Skill: Professional administrative skills, including strong interpersonal communication skills, writing skills, as well as solid computer skills. Excellent organizational skills and exceptional customer service skills are of the utmost importance.

Physical 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 essential functions.

Duties require the ability to exert moderate physical effort in sedentary to light work, but at times involve some lifting, carrying, pushing, and/or pulling of common objects and materials such as paper, files and voting equipment of some weight (up to 30 pounds). Tasks may involve extended periods of time at a keyboard or workstation. Ability to stand, walk, sit, talk, listen and use hands to operate office equipment, including keyboard and calculator at an efficient speed. Some tasks require the ability to perceive and discriminate colors or shades of colors, sounds, depth, and visual cues or signals. Essential functions require close vision for regularly working with details, numbers and complex documents and view computer screens. Tasks require the ability to communicate orally.

(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).

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