



Town of Mansfield

6 Park Row, Mansfield, Massachusetts 02048

JOB OPPORTUNITY Council on Aging, Outreach Worker

Union Affiliation: United Steel Workers, Non-Supervisory Unit

Hours: 37.5 per week

Pay Scale: \$22.62-\$24.93

Commensurate with experience

Summary of Duties: The Outreach Worker acts as social worker for the population of Mansfield over 60 years old. They provide information, referrals, advocacy, and application assistance for publically funded programs, health insurance counseling, and home visits, as needed. They act as a liaison between community, social and elder services agencies, and seniors in need, and perform as part of a team.

Supervision Received: This position is appointed by, and reports to, the Director of the COA.

Essential Functions:

- Conducts in-home visits with elders to assess the need for elder services.
- Meets and works with seniors and/or family members to provide necessary information or service referral.
- Assists senior and/or family member with the completion of applications for publically funded assistance programs and benefits, including SSA/SSI/SSDI, Medicare/Medicaid, SNAP, LIHEAP and health insurance needs under (SHINE).
- Facilitates positive relationships with staff members and representatives from community, regional, state and Federal agencies and organizations to remain informed on available services and resources for older adults in need.
- Evaluate the seniors' needs for intervention through public safety agencies and Protective/Elder-At-Risk Services.
- Provides case management, including follow up visits, as needed.
- Maintain client files with complete and appropriate confidential documentation.
- Facilitates seniors' access to appropriate COA programs and services.
- Works with independent and governmental agencies to set-up needed services.
- Works with hospitals; rehab. facilities, nursing homes, assisted living & congregate housing as well as the local home-care agency to provide needed services.
- Works with Community Organizations on an on-going basis and for special emergency and Holiday needs for elders.
- Works with the social services department in the coordination of services for elders who are living with family members.
- Assists with new members to the Council on Aging and works with appropriate individuals to access or set-up services.

Qualifications:

- Experience working in social work with elders and people in need;
- BS/BA, or LPN preferred, LSWA or LSW acceptable;
- CORI approved.

Knowledge, Skills, and Abilities:

- Outstanding interpersonal, social, listening, observation, and communication skills along with an affinity for working with elders.
- Good interpersonal skills and ability to work as a team with others.
- Able to work independently with minimal direction and to multi-task while demonstrating strong organizational and decision making skills.
- Working knowledge of the internet, email and computer applications, including Microsoft Word and Excel, required.

Interested applicants should submit a resume and cover letter to humanresources@mansfieldma.com by 12/4/2019

Town of Mansfield is an Equal Opportunity Employer