



Medway Town Hall
155 Village Street
Medway, MA 02053
Telephone (508) 533-3264
Fax (508) 321-4988

TOWN OF MEDWAY COMMONWEALTH OF MASSACHUSETTS

JOB DESCRIPTION

Job Title:	OUTREACH WORKER	Date:	07/02/2025
Department:	COUNCIL ON AGING	Grade:	
Reports To:	COUNCIL ON AGING DIRECTOR	FLSA:	NON-EXEMPT

POSITION PURPOSE:

This position will provide professional and direct social services work to the community's senior citizens and at-need population.

This position will educate and inform seniors and at-need population about the health, welfare assistance and support programs available. Coordinate efforts with other social and public safety agencies, develop programs to serve seniors through volunteers or other agencies, and handle crisis intervention for seniors as needed.

ESSENTIAL FUNCTIONS:

- Confers with the Director on the overall operation of the Senior Center.
- Assisting the elderly and the at-need in defining their needs, refers clients to appropriate services, and facilitates access to services.
- Provides information regarding the resources available, including housing, health care, home health care, homemakers, transportation, fuel assistance, nutrition, and a variety of legal and financial matters. Provides advocacy through referrals in such areas as Social Security and SNAP-Supplemental Nutrition Assistance Program.
- Responsible for identifying, documenting, and addressing the needs of seniors, including conducting scheduled appointments with local seniors at the Senior Center.
- Provides guidance and assistance to the elderly and/or family members in the preparation of forms and documents necessary to obtain local, state, federal, or other benefits and services.
- Plans and implements informational and educational programs that address the needs of seniors and their families.
- Maintains an awareness of and contact with clients who may potentially require elder service assistance.
- Develops and maintains relationships with outside agencies and professionals such as Community Resource agencies, Visiting Nurse Association (VNA), home health agencies, legal services, housing authority, Fire and Police Departments.
- Acts as a liaison among providers to ensure delivery of necessary services.
- Develop and continue intergenerational programming.
- Assists in the development of COA programs that will benefit the elder population and the community.
- Creates monthly newsletter content and coordinates its printing and distribution.
- Works with the Council on Aging (COA) Director, Health Inspector, and Public Safety departments in the event a crisis or disaster response is necessitated.
- Collaborate with the Council on Aging staff.
- Other duties as assigned.



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COMMONWEALTH OF MASSACHUSETTS

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SUPERVISION:

- Reports to the Director of the Senior Center.

EDUCATION AND EXPERIENCE:

- Bachelor's Degree is strongly preferred.
- Minimum of three (3) years of experience with senior citizens in a Human Services or related field.

KNOWLEDGE, ABILITY, AND SKILL:

- Excellent communication skills, both written and oral.
- Superior technology skills.
- Knowledge of the elder providers' network with specific regard to federal and state services and local resources available to the elderly.
- Must be familiar with Health Insurance Portability and Accountability Act (HIPAA) and other privacy laws. Must have the ability to maintain confidentiality of client information.
- Knowledge of counseling principles and crisis intervention.
- Ability to relate and interact well with people of all ages to deliver excellent customer service. Interpersonal skills will include perceptiveness and discretion.
- Strong organizational, management, and budgetary skills are required to organize projects, accomplish tasks, and meet deadlines.
- Ability to maintain detailed, complete, and accurate records.
- Ability to pass a Criminal Offender Registry Check.
- Ability to lift 30 pounds.
- Basic First Aid, Cardiopulmonary Resuscitation (CPR), Automated External Defibrillator (AED) certification required or have the ability to become certified within six (6) months of hire.
- ServSafe Manager Certification is preferred.

PHYSICAL REQUIREMENTS:

The incumbent works in a moderately noisy office setting. The incumbent occasionally lifts to 30 lbs. Equipment operated includes office machines, computers, and related equipment.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.