



Outreach Worker

Position Purpose

This position will provide professional and direct social services work to the community's senior citizen population.

This position will educate and inform seniors about the health, welfare assistance and support programs available. Will coordinate efforts with other social and public safety agencies, develop programs to service seniors through volunteers or other agencies, handling crisis intervention for seniors as needed.

Responsibilities

- Confers with the Director in the overall operation of the Senior Center.
- Responsible for identifying, documenting, and addressing the needs of seniors, including conducting assessment appointments with local seniors at the Senior Center.
- 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 Visiting Nurse Association (VNA), home health agencies, legal services, housing authority, Fire and Police Department.
- Assists clients in accessing and completing required applications for local, state and federal services.
- Acts as a liaison among providers to ensure delivery of necessary services.
- Develop and continue intergenerational programing.
- 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.
- Attends professional meetings and workshops to stay current with changes in regulations that affect services and benefits available to elders including, but not limited to health insurance programs, food stamps, and home care services.

- 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 other Outreach Worker.
- Other duties as assigned.

Knowledge, Abilities and Skills

- Excellent communications skills, both written and oral.
- Superior technology skills.
- Knowledge of 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 ability to maintain confidentiality of client information.
- Knowledge of counseling principals 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 and drug test.
- Ability to lift 50 pounds.

Qualifications

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

Licenses and Certifications

- Basic First Aid, CPR, AED certification required. Must be able to become certified within six (6) months of hire.
- Serv Safe Manager Certification is preferred but not required.

Supervision

- Reports to the Director of the Senior Center.

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.

This is a permanent part-time benefit-eligible position at 30 hours per week and the starting salary is \$24-\$28 per hour depending on qualifications. The position will remain open until filled.

07/28/2026

The Town of Medway is an Equal Opportunity Employer.