



# TOWN OF TEWKSBURY

TOWN HALL  
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TEWKSBURY, MASSACHUSETTS 01876-2796

HUMAN RESOURCES DEPARTMENT

(978) 640-4488  
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## JOB POSTING

POSITION AVAILABLE: Outreach Worker (Council on Aging)

QUALIFICATIONS: Must have a Associates or Bachelor's degree in Social Work or a closely related field; and two years' experience in a Human Services Program or any combination of education and experience. Considerable knowledge of elder service programs, elderly resources and experience working with elderly preferred. A Massachusetts Driver's License and own vehicle is required.

Specific job qualifications are listed in the job description attached.

HOURS: 15 hours a week

SALARY RANGE: Hourly \$12.00 - \$16.00

BENEFITS: None

POSTING DATES: From: June 4, 2015  
To: June 18, 2015

TYPE OF POSTING: Open

Applications may be obtained online at [www.tewksbury-ma.gov](http://www.tewksbury-ma.gov) or at the Human Resources office at the Town Hall temporarily located at 464 Main Street.

The Town of Tewksbury is an affirmative action equal opportunity employer.

**Position Purpose:**

Plans, coordinates and implements social services for elders and their families. Assesses need, provides information and makes referrals as necessary. Works as a member of the Council on Aging team and reports to the Director of the Council on Aging.

**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.)*

- Makes home visits, assists seniors/families in defining their needs, facilitates access to services, makes appropriate referrals and provides information regarding resources available including housing, health care, home care, transportation, nutrition, financial and legal services available to clients.
- Maintains office hours for drop-ins and appointments.
- Conducts assessment of clients; reviews and determines case management plan; coordinates and implements delivery of local, state and federal services.
- Responds to crisis; coordinates with Council on Aging Director, local agencies and safety departments to modify or alleviate crises.
- Accepts referrals from private individuals, social service agencies, religious and community organizations and police and fire.
- Maintains confidential client files and records.
- Utilizes *My Senior Center* software to update client information and record services provided.
- Provides regular feedback to the Director of the Council on Aging regarding the needs of clients.
- Assists in the development of programs to benefit the elder population and the community.

**Recommended Minimum Qualifications:****Education, Training and Experience:**

Associates or bachelor's degree in Social Work or a closely related field; two years' experience in a Human Service Program; or any equivalent combination of education and experience.

**Knowledge, Ability and Skill:**

*Knowledge:* Some knowledge of human services. Considerable knowledge of elder service programs and delivery systems specific to the Merrimack Valley.

*Ability:* Ability to exercise patience, compassion, and flexibility and to make independent judgments in responding to emergency situations. Ability to manage crises and sensitive issues. Ability to assess, and make decisions regarding the welfare and safety of clients and their families. Ability to communicate effectively and maintain confidentiality. Ability to operate standard office equipment.

*Skill:* Excellent planning and organizational skills. Excellent written and verbal communication skills. Proficient computer skills; interpersonal and problem-solving skills; public relation skills.

**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.)*

Regularly required to walk, stand, sit, talk, and hear; pick up paper, files and other common office objects. Ability to view computer screens and work with details for extended periods of time. May move objects weighing up to 30 pounds. Must be able to communicate effectively. Must be able to drive and have access to a car.

**Supervision:**

*Supervision Received:* Work is performed under the direction of the Council on Aging Director.

**Job Environment:**

- Work is performed under typical office conditions; the noise level is moderate; much of the work is performed offsite.
- Operates computer, telephone, facsimile machine, copier, calculator, and other standard office equipment.
- Employee has frequent contact with the general public, other agencies and councils that provides elderly and aging services. Contacts are in person, by telephone, and by email and involve an information exchange dialogue.
- Has access to department-related confidential information, including client information.
- Errors could result in adverse public relations, reduction in the level of service and monetary loss.

*(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.)*