

Position Title:	Outreach & Assistant Program Coordinator	Date:	November 2022
Department	Council on Aging		
Reports to:	Council on Aging Director		

DEFINITION

Coordinates outreach activities and provides programmatic and administrative support for the Council on Aging.

PURPOSE

The purpose of this position is to support COA functions. Tasks specific to the Program and Outreach Coordinator are to manage outreach activities, identify and coordinate programming with the Director, and perform routine administrative tasks.

ESSENTIAL FUNCTIONS

The essential functions or duties listed below are intended only as illustrations of the various type 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.

- Assists with office tasks and duties for the COA: greets and processes walk-in client’s needs; assists seniors with sign-ups, scheduling, and program registration; enters data and prepares reports in My Senior Center.
- Coordinates outreach which may include home visits and assisting family members in locating services. Situations that may create the need for support include financial and benefits issues, mental and physical health issues, isolation, hoarding, and lack of resources such as food, fuel, medication, and legal advice.
- Assists seniors with local, state, and federal applications including SNAP, DTA Senior Assistance, fuel assistance, Social Security, referrals to Veterans Affairs, SHINE, and others.
- Provides seniors and their families with resources and referrals from COA list to home healthcare, legal assistance, assisted living and nursing home communities, caregivers support, and grief counseling.
- Supervises weekly Meals on Wheels Program: coordinates with service agency, organizes volunteers and deliveries.
- Assists in program development of activities and events such as craft classes, games, lectures, exercise and health programs and entertainment.
- Supports monthly newsletter production by assisting with scheduling.
- Advertises and markets COA-sponsored programs by posting on social media (NextDoor, Facebook), bulletin boards and signage.
- Maintains and updates My Senior Center weekly: Enters classes, events, and outreach activities and prepares reports as needed. Assists with other data collection and program reporting for state and other grants.
- Assists with the recruitment and training of volunteers.

- Assists the Director with the creation of the department's submission of data for annual budget and the preparation of grant applications and reports, especially the Formula Grant and Cultural Council Grants.
- Performs other related duties under the direction of the COA Director.

SUPERVISION

Supervision Scope: Performs varied and responsible duties requiring a knowledge of departmental operations and the exercise of judgement and initiative to perform duties, complete assigned tasks, and analyze the facts or circumstances surrounding individual problems.

Supervision Received: Works under the direction of the Director, generally establishing own daily work plan as the calendar and schedule dictate and choosing between appropriate courses of action to achieve defined objectives. The Director provides additional, specific instruction for new, difficult, or unusual assignments, including suggested work methods. The employee refers unusual situations to the Director for advice and further instructions.

Supervision Given: Supervises Meals on Wheels volunteers. In absence of the Director, assumes all necessary duties and responsibilities of the Director under the supervision of the Town Administrator and COA Board.

JUDGMENT

The work requires examining, analyzing, and evaluating facts and circumstances surrounding individual problems, situations or transactions, and determining actions to be taken within the limits of standard or accepted practices. Guidelines include a body of policies, practices and precedents. Judgment is used in analyzing specific situations to determine appropriate actions. Employee is expected to weigh efficiency and relative priorities in conjunction with procedural concerns in decision making. Requires understanding, interpreting and applying federal, state and local regulations.

COMPLEXITY

The work consists of a variety of duties which generally follow standardized practices, procedures, regulations, or guidelines. The sequence of work and/or the procedures followed vary according to the nature of the transaction and/or the information involved, or sought, in a particular situation.

NATURE AND PURPOSE OF CONTACTS

Relationships with co-workers, the public, groups and/or individuals such as peers from other organizations, and representatives of professional organizations are of utmost importance. The employee serves as a spokesperson or recognized authority of the Council on Aging and the Town of Princeton in matters of considerable importance, including municipal practices, procedures, regulations or guidelines. May be required to discuss controversial matters where tact is required to avoid friction and obtain cooperation.

CONFIDENTIALITY

Employee has access to a variety of sensitive and confidential information.

EDUCATION, TRAINING AND EXPERIENCE

Associates or College Degree preferred; a minimum of 2-3 years of service experience is required; experience with working with public and particularly senior citizens preferred, especially in a COA setting, or any equivalent combination of education and experience. A valid driver's license and willingness to transport self for job-related purposes. CPR and ServSafe certification preferred.

KNOWLEDGE, ABILITY, AND SKILLS

- Knowledge of general office practices and procedures.
- Working knowledge of Massachusetts General Laws and town By-Laws.
- Familiarity with needs and habits of seniors who live independently in single family residences or in senior communities preferred.
- Excellent communication and customer service skills; ability to deal tactfully with seniors and their families, other departments, staff, and the public and to perform detailed work despite frequent interruptions; ability to maintain effective working relationships.
- Computer and database skills with proficiency in using My Senior Center highly preferred
- Organizational skills and the ability to maintain accurate, up-to-date, and detailed records.

WORK ENVIRONMENT

The work environment is typical of municipal offices and facilities where administrative work is performed simultaneously with running group programming.

PHYSICAL, MOTOR, AND VISUAL SKILLS

Physical Skills:

Minimal physical demands are required to perform most of the work. The work principally involves sitting, with intermittent periods of stooping, walking, and standing. May be required to lift objects such as files, boxes of papers, office supplies, and office equipment weighing up to 30 pounds.

Motor Skills:

Duties are largely mental rather than physical, but the job may occasionally require minimal motor skills for activities such as moving objects, using office equipment, including but not limited to telephones, personal computers, handheld technology, and other office equipment.

Visual Skills:

Visual demands require routinely reading documents for general understanding and analytical purposes.