



**Title:** Temporary Outreach Coordinator  
**Department:** Elder Services  
**Hours:** Monday – Thursday 8:15 AM – 5:00 PM, Friday, 8:15 AM – 12:15 PM  
**Salary:** \$19.94 -\$22.09 per hour plus benefits. This is a non- union position.

**DEFINITION:**

Under the direction of the Elder Affairs Director, the Outreach Coordinator is responsible for providing information, referral services and advocacy to Revere seniors and their families. Promotes and encourages participation in COA activities and programs.

**ESSENTIAL FUNCTIONS:**

- Identifies, documents, and addresses the needs and of seniors and their families including filing reports to Protective Services as mandated by state guidelines
- Retains accurate and current knowledge of available community resources and services
- Maintains confidential client files, including case notes as well as statistical information for Title IIIB and COA State statistical reporting. Knowledge of myseniorcenter.com
- Encourages participation in COA programs by working with COA Director, Assistant Director and Volunteer Coordinator
- Informs and educates the community through monthly newsletter, presentations, and media
- Attends community meetings with Director as assigned and develops relationships with other service providers to facilitate client referrals
- Provides supervision to instructors at the Senior Center
- Provides supervision to volunteers engaged in outreach projects/activities
- Introduces and orients new COA participants to programs and policies
- Performs other related tasks and duties as required

**SUPERVISION RECEIVED:**

The incumbent works largely independently with minimal supervision. He/She is expected to seek direction from the Director of the Elder Services when dealing with complex issues and/or new assignments. The incumbent is expected to be able to resolve conflicts that arise and coordinate with others, as necessary.

**QUALIFICATIONS:**

- One to three (1-3) years of related experience; or any equivalent combination of education, training and experience that provides the required knowledge, skills, and abilities to perform the essential functions of the job

- Bachelor's degree in social work, gerontology, human services, or related field preferred
- Must pass a CORI check
- Good social, interpersonal, listening, observation and communication skills
- Knowledge of community resources and the ability to successfully network with those services is required
- Proficiency with all Microsoft word and excel software. Ability to utilize COA designated software and additional computer software
- Must be able to maintain confidentiality and work with discretion
- Must have a passion to work with the elderly population
- Revere residency required
- Ability to speak a second language preferred

## **KNOWLEDGE, ABILITY, and SKILLS**

### **Knowledge**

- Knowledge of best practices in case management
- Knowledge of common business software such as the Microsoft Office suite of products

### **Abilities**

- Ability to deal effectively, tactfully, firmly, and appropriately with the public
- Ability to communicate effectively both verbally and in writing
- Ability to follow written and oral directions and instructions
- Ability to manage technology, both in-office and mobile

### **Skills**

- Computer operation, automated data processing and software skills
- Creative thinking, listening and problem-solving skills

## **WORK ENVIRONMENT**

Work is performed primarily in office conditions during regular business hours. Daily interaction with the public in-person, by phone and or email communications. Communication with the public requires considerable patience, courtesy, and discretion in an impartial manner. Work may occasionally involve dealing with difficult people in high pressure and/or conflict situations. Some work may also be required in the field. The work environment characteristics described here are representative of those that an employee encounters while performing the essential functions of this job.

## **DISCLAIMER**

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of the person so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time as needed.

The City of Revere is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability or protected veteran status, or any other legally protected basis, in accordance with applicable law.

Interested candidates should apply online by Monday, November 30, 2020 at [www.revere.org/jobs](http://www.revere.org/jobs). Please submit a resume, cover letter and salary requirements with your application.