

SENIOR CITIZENS OUTREACH WORKER

Definition:

Under general supervision meets with senior citizens to assess needs; makes referrals to social service or caregiver agencies and other resources; facilitates the delivery of services by other providers; drives a vehicle to and from and escorts senior citizens on appointments and trips to other service providers and performs related work as required.

Essential Duties and Responsibilities:

The responsibilities and essential duties performed on a frequent and recurring basis by an incumbent include the following:

Contacts senior citizens in person or by telephone as a result of a third party referral, personal or other request.

Makes home visits to senior citizens for needs assessment and case management purposes.

Provides information, resource referrals and related services to senior citizens, caregivers and others; encourages seniors to utilize available services.

Contacts local agencies, houses of worship and community groups regarding referral and case work services available through the City and facilitates referral of senior citizens to City programs.

Establishes contact with other service providers in the community for the purpose of locating senior citizens needing referrals and services.

Transports and escorts senior citizens via streets or freeways to appointments and social service providers and physically assists senior citizens getting into and out of a vehicle.

Translates for senior citizens as needed. (English/Spanish)

Operates a computer and uses applicable software to prepare reports and enter data.

Maintains computerized and manual records of activities and casework.

Drives a vehicle on City business.

Other Duties and Responsibilities Include:

Performs other projects/tasks as assigned.

Lifts and carries supplies, equipment and other items weighing 40 pounds or less.

Class Characteristics:

Senior Citizens Outreach Worker is a single incumbent class in the Parks and Recreation Department with duties related to providing outreach, assessment of needs and case management to interested and in-need senior citizens.

Contacts and Relationships:

The Senior Citizens Outreach Worker establishes and maintains contact with other staff in the Parks and Recreation Department and has interaction with senior citizens, family caregivers, county and other providers of social services. Additional contact will occur with other City staff, community and religious groups and others contacted during escort/transportation and case management services.

Qualification Guidelines:

The knowledge and abilities which are required to perform the duties and responsibilities of this class include the following:

Knowledge of:

Basic casework procedures and practices.

Services available to seniors.

Social and psychological orientation of seniors.

Customer service techniques.

Computer applications related to area assigned.

Telephone techniques.

English usage and grammar.

Safe driving practices, precautions and traffic laws.

AND

Ability to:

Relate positively and sensitively with senior citizens, caregivers and others.

Meet the public with courtesy and tact.

Accurately assess the social service needs of senior citizens.

Maintain accurate records of activities and referrals.

Understand and carry out oral and written instructions.

Establish and maintain effective relationships with those contacted in the course of work.

Communicate effectively orally and in writing.

A typical way to obtain the knowledge and abilities is as follows:

Education:

Associates Degree from an accredited community college or two years of study towards a Bachelors Degree from an accredited university in one of the social sciences or a closely related field.

AND

Experience:

One year of social case work experience to include some experience interacting with senior citizens.

Special Requirements Include:

Valid and appropriate California Drivers License and acceptable driving record at time of appointment and throughout employment in this position.

Must be able to work a flexible schedule to accommodate City needs.

Ability to communicate in Spanish.

Physical Tasks and Working Conditions Include the Following:

Work is performed in a community center/recreation facility environment and in a City vehicle. The incumbent may lift and carry supplies, equipment and other items weighing 40 pounds or less and be exposed to the elements. The incumbent operates a personal computer, keyboard and related equipment, drives a vehicle on City business, physically assists senior citizens getting into and out of a City vehicle, sits, stands, walks on slippery and uneven surfaces, twists, climbs stairs and inclines, reaches, bends, grasps and is exposed to gasoline, vehicle emissions and vehicular traffic. The incumbent must be able to meet the physical requirements of the class and have mobility, balance, coordination, vision, hearing and dexterity levels appropriate to the duties to be performed.

Fair Labor Standards Act Designation: Non-exempt.

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