



Outreach Specialist Job Description

Job Title: Outreach Specialist (DHS Title: Outreach Worker)
Department: Outreach
Reports to: Chief Program Officer (CPO)
FLSA Status: Non-exempt, Hourly
Approval: Chief Executive Officer (CEO)
DATE: May 09, 2024

PURPOSE OF POSITION: Under general supervision of the Outreach Supervisor, this position reviews referrals and/or creates assessments of individuals over 60 years of age living in Canadian, Cleveland, Logan, and Oklahoma Counties, and assists them in gaining access to needed services, especially targeting those who are frail, isolated, low-income, and minority. This position will assess individual needs and will facilitate the applicant's access to community resources in face-to-face interviews in participant's home environments and/or via telephone.

Essential Duties and Responsibilities: Include, but are not limited to the following:

- Will deliver social services in the form of new participant registration and conduct in-home and/or telephone assessments.
- Will complete any required assessment and Outreach training.
- Reviews participant referrals from aging network, including Title III programs and other local providers, and outside sources such as self-referrals or family referrals.
- Assesses participant's abilities and needs using the OKDHS Title III Assessment tool.
- Initiates person-centered problem-solving approaches to address participant's potentially complex challenges, concerns, and situations.
- Develops and maintains ongoing relationships with participants and families in order to best meet the needs of the participant.
- Makes referrals for home and community-based services suitable to the participant's unmet needs and desires.
- Enters participant assessments, Title III referrals, and other pertinent information into information management database.
- Prepares participant files and maintains all records of Outreach required by program.
- Follows and updates the Outreach referral log and weekly in-home visit schedules.
- Provides monthly public information activities, coordinated with supervisor, to share information about resources, agencies, and programs that are available to seniors in their area.
- Identifies, research, and reports underserved populations and areas needing Outreach awareness to supervisor.
- Identifies and reports common and/or trending gaps in services to supervisor.
- Participates in continuing education opportunities related to aging issues and resources.
- Participates in community meetings such as coalitions, and advisory boards as workload allows or as directed by supervisor, in an effort to advocate for and support senior services.
- Reports to work on a regular and timely basis and participates in staff meetings.
- Performs other duties as directed.



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Qualifications: High school diploma or equivalent, and two (2) years of professional experience with aging and/or disabled populations or programs; OR an equivalent combination of education and experience in principles and practices of social services. Demonstrated computer skills in Windows 10 Pro which includes the applications of Word, Excel, Outlook as well as any other basic computer knowledge with the ability to learn and maintain the technical proficiency necessary to complete the required duties of the position.

Knowledge, Abilities and Skills: In the performance of their respective tasks and duties, all outreach specialists are expected to meet the following requirements:

- Work independently performing quality work within deadlines while understanding the necessity for communicating and coordinating work efforts with other team members, service providers, end-users, and clients.
- Must have excellent written and verbal communications abilities with attention to detail.
- Establish and maintain effective professional working relationships with team members, management, clients, and general public.
- Demonstrated interpersonal and communication (including telephone and technology) skills.
- Effective communication, presentation and interviewing skills are required.
- Knowledge of aging issues and community resources available for older adults; and knowledge of social service referral agencies.
- Ability to apply common sense understanding to carry out instructions furnished in written, oral, mathematical or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.
- Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or government regulations.
- Ability to write reports, business correspondence, and procedure manuals.
- Ability to effectively present information and respond to questions from individuals or groups, clients, customers, and the general public.
- Availability to occasionally work weekend days to represent organization for aging-related events.
- Ability to multi-task and identify potential conflicts or needs and provide timely resolutions.
- Must be detail orientated, respect deadlines and provide timely feedback or responses.
- Maintain strict confidentiality as directed, be honest, trustworthy, dependable, and flexible.

Special requirements: Valid Oklahoma Class "D" Operator's License required, possession of an operating vehicle, and proof of auto insurance.

Safety: The employee shall be knowledgeable about and follow Areawide Aging Agency's safety policies and procedures. Employees should immediately report (i.e., during current shift) any accidents, unusual occurrences, or any other safety-related issues to the immediate supervisor.

Work Environment: The employee is expected to maintain regular attendance at work and is consistently on time. Weekly in-office time is required. However, this is predominantly a position that will require travel throughout the four-county service areas and may occasionally have out of the area travel and



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overnight travel required due to business needs. Normal office hours are 8:30 – 5:00 Monday through Friday, unless other arrangements have been approved by the CEO. This includes any approved flexibility of other work hours arranged due to outreach events being facilitated.

Physical Demands: Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to walk, sit, use hand to finger, handle or reach with hands and arms, to talk or hear. The employee is frequently required to stand. The employee is occasionally required to climb or balance, stoop, kneel, crouch, or crawl. The employee may occasionally lift and or move up to 25 pounds. The ability to see clearly at varying distances, including close-up work such as reading documents, computer screens and distance viewing for tasks such as observing client surrounds and environmental conditions. Adequate hearing ability to communicate effectively with staff, clients, and general public.

Benefits and Compensation: AAA offers a comprehensive benefits package. The position will be considered a non-exempt position, and the pay will be based on the employee’s qualifications and experience. The minimum starting wage range is \$17 an hour in a non-exempt status. Travel expenses that are normal and reasonable expenses will be reimbursed monthly per the company policy. Areawide will also reimburse any cellular phone bill expenses, under certain conditions, at \$35 dollars a month.

Areawide Aging Agency is an Equal Opportunity Employer.

To apply, submit a cover letter and resume to: sharrison@areawideaging.org.

The omission of specific statements or duties listed above does not exclude them from the position if the work is similar, related, or a logical assignment to the position. This job description does not constitute an employment agreement between Areawide Aging Agency and the employee and is subject to change by Areawide Aging Agency as the needs and requirements of the job change.

Acknowledgement

I have reviewed the content of this job description and have been provided with a copy of the description. I certify that I can perform the essential functions of this position as outlined in the description, with or without reasonable accommodation.

_____ Signature _____ Date _____
Team Member (print name)

_____ Signature _____ Date _____
Witness (print name)

Describe any accommodations required to perform these functions: _____
