

**Position Purpose:**

The purpose of this position is to perform administrative, technical and professional work in planning, coordinating and implementing social services for elders and their families in the Harvard, MA community. Performs all other related work as required.

**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.)*

- Performs Geriatric counseling including fuel assistance, food stamps, other applications, support group facilitating, referrals to appropriate agencies or departments; works side by side with other Town Services. Outreach work includes visits to facilities and private homes. Handles programming especially for the evening hours.
- Implements the outreach program offered to the Town's elder citizens; contacts elderly residents to explain the Council on Aging's programs and to disseminate medical, financial, legal, and social information.
- Meets with elders on a regular basis, often in home settings, to define client needs and to facilitate access to services to meet those needs. Services include case management, Fuel Assistance, Food Stamps, Prescription Advantage, counseling to Medicare beneficiaries and general information.
- Works with families with an emphasis on elders, to ensure well-being, independence, autonomy and safety.
- Collaborates with the Harvard Police Department to enhance participation in the "Are you Ok?" program and the File of Life program.
- Assists elders in filling out paperwork such as applications for federal and state sponsored income assistance programs including advocacy and appeals as needed.
- Creates and/or maintains detailed and accurate client files; receives and responds to request for information; and refers clients to appropriate agencies.
- Provides advocacy (at the Director's discretion) in obtaining legal and medical assistance or social services.
- Develops and/or facilitates support groups such as caregiver and bereavement.
- Participates in the administration of department town policies to ensure that proper support services are provided and that client problems are resolved whenever possible within legal boundaries.
- Researches services available to area seniors at the local and national level. Works with local schools and colleges for intergenerational activities.
- Prepares regular reports to include number of clients contacted, along with new clients contacted and serviced.
- Maintains confidential files for individual client service along with records regarding client visits.
- Provides regular feedback to the Director regarding the needs of elders and makes recommendations for meeting the needs.
- Attends conferences/seminars to keep up to date on new information and regulations.
- Performs similar or related work as required, directed or as situation dictates.

**Recommended Minimum Qualifications:**

Education and Experience:

Bachelor's Degree in Human Services field, preferably social work with a concentration on the elderly; Master's Degree is desired; Three to five (3-5) years of social work experience, or any equivalent combinations of education, training and experience. Counseling experience with elders and families is a must.

Special Requirement:

Possession of a valid driver's license.  
CPR Certification

Knowledge, Ability and Skill:

*Knowledge:* Complete knowledge of the issues surrounding the elderly/aging process. Thorough knowledge of the needs and concerns of the elderly. Knowledge of proper physical guidance and support techniques. Knowledge of current counseling, evaluation, social, economic, health problems and laws and regulations under which elderly home care and other support service programs are administered including applicable state and federal agencies with an emphasis on service to the elderly. Knowledge of computer operations.

*Ability:* Ability to listen, observe and interact in a positive and effective manner with people at all levels of society, particularly the elderly. Ability to deal tactfully, patiently and appropriately with elderly clients. Ability to maintain and respect the confidentiality of elderly clients. Ability to remain calm, concentrate and perform all responsibilities in a competent manner at all times. Ability to manage multiple tasks in a prompt and efficient manner. Ability to react quickly and calmly in urgent situations. Ability to work independently. Ability and willingness to learn job-related skills. Ability to satisfy attendance requirements.

*Skill:* Excellent customer service and public relations skills. Skills in operating personal computers, particularly word processing and spreadsheet applications, (including MS Word, Excel, MS Access Database, report generation and Internet).

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 stand, walk, crouch, stoop, and sit; must be able to manipulate objects, tools, or controls, and be able to pick up and use books, and other common objects. May spend a large portion of time standing and/or walking. Assists elderly clients to stand and/or sit; lifts and/or moves objects weighing up to 30 pounds. Talks and hears. Vision and hearing at or correctable to normal ranges. Operates automobile to transact business.

**Supervision:**

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

*Supervision Received:* Work is performed under the general supervision of the Council on Aging Director. Generally, establishes own work plan and completes work in accordance with established department policies and standards. Performs varied and responsible duties requiring independent judgment.

*Supervision Given:* None.

**Job Environment:**

- Some work is performed under typical office and Senior Center conditions; the noise level is moderate. Home visits require continuous traveling and exposure to various weather conditions.
- Operates an automobile, computer, facsimile machine, copier, calculator, typewriter, and other standard office equipment.
- Has frequent contact with the public, the elderly and their families, community organizations, regional and state agencies, nursing homes, hospitals, town departments and human service providers. Contacts are in person, in writing, and by telephone as well as in writing and involve an information exchange dialogue.
- Has some access to an extensive amount of confidential/personal information about elderly clients and their families.
- Errors could result in significant delay and confusion, adverse public relations, legal and/or financial repercussions to the town, and possible injury to self or elderly clients.
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*(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.)*