

## JOB DESCRIPTION

**TITLE:**        **Social Services Outreach Specialist**  
                  (Non-exempt hourly position)

**HOURS:**        Full Time - 35 hours per week

### **GENERAL DESCRIPTION**

The Outreach Specialist will inform the community of the social services offered through the Area 1 Agency on Aging (A1AA) and represent these services. The Outreach Specialist will be in contact with organizations serving older adults to assess and identify gaps in services which A1AA could fill.

### **SPECIFIC DUTIES**

1. Reach out to organizations which serve older adults with a focus on organizations serving the Hispanic population, the more rural parts of Humboldt and Del Norte Counties, and the most economically disadvantaged or isolated members of the community. Provide information about A1AA services and assess community needs.
2. Maintain a relationship with common referral agencies. Ensure other agencies have the most up to date program information.
3. Participate by tabling at any of their relevant community events.
4. Conduct outreach and community education presentations to groups. Document results of outreach/attendance.
5. Attend all A1AA and program staff meetings and trainings as required.
6. Assist in the upkeep of current and relevant resource information by providing supervisor with information about changes in community services encountered during work.
7. Maintain positive and regular communication with supervisor.
8. Create, maintain, and distribute outreach materials promoting our services.
9. Assist with the Information and Assistance, Homeshare, Stay Put, CalFresh, and Fall Prevention programs as needed.

### **QUALIFICATIONS**

1. Passion for, and experience with, outreach, marketing, and social services.
2. Able to speak, read, and write in English. Spanish speaking is a plus but not required.
3. Valid Driver's license, insurance, and a clean driving record.
4. 18 years of age or older.
5. Bachelor's degree social work or related field preferred or 2 years of relevant work or lived experience and a high school diploma.

### **KNOWLEDGE AND ABILITIES REQUIRED**

- Sensitivity, understanding, and non-judgmental attitude towards older adults and people with disabilities who are coping with challenges and making decisions about the last years of their lives.

- Knowledge of the aging process and its impact, dementia, physical disabilities related to aging, disease, or injury, and community services and resources for older adults, people with disabilities and caregivers.
- Excellent oral communication skills, including the ability to communicate with older adults and their caregivers/families.
- Excellent planning, prioritizing and organizational skills, attention to detail, and ability to meet deadlines.
- Ability to consistently exercise good judgement to analyze and solve problems.
- Ability to function as a cooperative, fun, and flexible team member and relate to people of diverse backgrounds.
- Ability to work independently while adhering to Agency policies and guidelines and checking in when appropriate.
- Understand role as mandated reporter of elder and dependent adult abuse.
- Ability to make safety a priority while meeting service and client expectations.
- Willingness to improve skills and knowledge.
- Strong computer skills including Google Suites and Microsoft Office. Experience with creating of marketing materials preferred.
- Strong interpersonal and presentation skills: public speaking experience required.
- Ability and means to travel extensively around Humboldt County and occasionally to Del Norte County.

### **PHYSICAL REQUIREMENTS**

The physical requirements described here are representative of those that must be met by an employee to successfully perform essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Essential Physical Requirements:

- Ability to stand on your feet for 2 to 3 hours at a time.
- Ability to kneel, squat, bend, or stoop.
- Ability to lift and move up to 25 lbs. without assistance independently and safely.

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In the event of a community or agency disaster, job duties and responsibilities may change as directed by the Executive Director or other authorized agency representative. These duties would be related to assisting our client population, senior service providers, the agency, or other community organizations, in disaster and recovery operations, following the agency disaster plan.