



**TOWN OF GEORGETOWN**  
**Office of the Council on Aging**

Memorial Town Hall ♦ One Library Street ♦ Georgetown, MA 01833-2086  
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**COUNCIL ON AGING**  
**OUTREACH WORKER**

**General Summary:** Plans, coordinates and implements social services for elders and their families. Assesses need, provides information and makes referrals as necessary. Works as a member of the COA team and reports to the Director of the Council on Aging.

**Responsibilities:**

- Makes home visits, assists seniors in defining their needs, facilitates access to services, makes appropriate referrals and provides information regarding resources available including housing, health care, home care, transportation, fuel assistance, nutrition and legal services available to clients.
- Conducts assessment of clients; reviews and determines case management plan; coordinates and implements delivery of local services.
- Responds to crisis; coordinates with local agencies and safety departments to modify or alleviate crises.
- Actively seeks new clients. Solicits and accepts referrals from private individuals, social service agencies, religious and community organizations and the police.
- Schedules volunteer drivers and records activity for the Elder Transport program (N.E.E.T.).
- Maintain medical assistance lending equipment program.
- Assist adult children, friends or relatives of elders to assess and develop appropriate action plan.
- Maintains a variety of confidential client files and records.
- Compiles and maintains all necessary program reports and records; submits monthly statistical report to the Council on Aging Director.
- Manages the Friendly Visitor and Telephone Reassurance Programs.
- Provides feedback to the Director of the Council on Aging regarding the needs of clients.
- Assists in the development of programs to benefit the elder population and the community.
- Assists with housing problems; works with Georgetown Housing Authority.
- Attends workshops, seminars, and lectures to develop and enhance knowledge in the field of Gerontology.

**Qualifications:**

- Graduation from a two year or four-year college or university with a degree in social work or a closely related field. Two year's experience in Human Service Program; or an equivalent combination of education and experience.
- Ability to exercise patience, compassion and flexibility and to make independent judgments in responding to emergency situations.
- Computer skills. Strong organizational skills, interpersonal, written and verbal skills.
- Considerable knowledge of elder service programs and delivery systems.
- Some knowledge of human services.
- Ability to manage crises and sensitive issues.
- Ability to work and communicate with people and maintain confidentiality.

- Ability to assess, and make decisions regarding the welfare and safety of clients and their families.
- CORI check required

**Tools and Equipment Used:**

Personal computer, including word processing and data base software; calculator; copy machine; telephone; automobile.

