

MARIPOSA COUNTY

JOB TITLE: Senior Outreach Specialist

DESCRIPTION OF BASIC FUNCTIONS AND RESPONSIBILITIES

To recommend, coordinate, and implement outreach services related low-income senior programs, and to maintain and update a directory of these programs and services. Employees in this classification receive general supervision within a framework of standard policies and procedures. This job class is responsible for a variety of specialized and highly visible functions and requires the exercise of initiative as well as communication and organizational skills.

SUPERVISOR: Veterans/Senior Services/Transit Officer

TYPICAL DUTIES

- Recommends, coordinates, and implements an outreach service for low-income seniors
- Maintains and updates a directory of projects and services
- Advises low-income seniors on how to file for various benefits including Medicare, Medi-Cal, rebates, grants, Supplemental Security Income (SSI), renters/homeowners' assistance, etc.
- Advises low-income seniors of various agencies that can be of service to them
- Assists with the coordination and scheduling of transportation for low-income seniors
- Performs a variety of clerical and administrative duties related to the low-income senior outreach function
- Prepares reports and necessary correspondence, and maintains related records
- May speak before various groups regarding the programs available to low-income seniors
- Performs other related duties similar to the above in scope

MARIPOSA: Senior Outreach Specialist

EMPLOYMENT STANDARDS

Possession of:

- a valid and current California driver's license
- the ability to obtain a current and valid CPR/first aid certificate

Knowledge of:

- modern office practices and procedures
- basic functions, procedures and activities of assigned programs
- Federal, state and County legislation affecting low-income seniors
- community resources and organizations

Ability to:

- learn specialized operations, procedures, policies and requirements of assigned programs
- perform arithmetical calculations accurately
- prepare and assist clients in the preparation of appropriate forms and correspondence
- prepare and give talks to interested parties
- understand and follow both oral and written instructions
- effectively and tactfully communicate in both oral and written form with clients
- establish and maintain work relationships with those contacted in the performance of required duties

A typical way to gain the knowledge, skill and ability outlined above is:

- graduation from high school or equivalent and one year of experience in advising and assisting clients in the preparation of claims and correspondence, or two years of clerical staff work in an office providing such services.