

Job Title:	Outreach and Assistance Coordinator	Position Type:	FT 40, Non-exempt, 7 am – 3:30 pm
Department/ Supervisor:	Seniors/Director of Adult Programs	Education Required:	B.A. in Social Work or related field
Location:	904 Sheldon Ave. SE Grand Rapids, MI 49507	Travel Required:	33% of time is spent in the field
Level/Salary Range:	Starting range: \$16.50 - \$20.98 (based on experience and credentials)	Skills Required:	Microsoft Office, Email, Internet
Draft/Revision Date:	August 3, 2023	Skills Preferred:	Provided in body of description

General Summary

Under general supervision, the Outreach and Assistance Coordinator is responsible to identify, contact and provide on-going assistance to at-risk older adults experiencing social, economic, functional and/or physical isolation and decline, with priority going to older adults lacking formal or informal support systems.

Essential Functions include (but are not limited to):

- Intake and assessment of all new older adults applying to attend the senior program. Complete the following forms:
 - 4 page assessment
 - SDoH Screening
 - KCSM form,
 - AAAWM Client Registration Form Release of information form
 - NAPIS Congregate Meal Registration Form Medical form
- Conduct annual Home Visits of all seniors on the program, including seniors who do not attend the program but receive services from the senior dept.
- Perform light case management; ensure client-based, SMART goals that can be reviewed routinely and adjusted over the course of their plan; perform routine progress meetings.
- Actively involves families of senior adults in supportive activities when possible.
- Perform shut-in visits for clients who experience hospitalization and other short-term situations; work with the entities social workers to cross collaborate ongoing care or recovery plans.
- Ensure fulfillment of all UMCH contract billing units O&A responsible for 80% of unit contract.
- Coordinates delivery of services and conducts follow-up contact to ensure that services have been received.
- Collects and maintains appropriate data and information to complete necessary program reports; keeps client files and database platforms up to date.
- Serve as an Authorized Speaker for UMCH Older Adult programs and services; provide presentations in the community to provide awareness.
- Serve as host to external presenters scheduled in the Center.
- Engage with clients in the dining hall, daily; provide daily announcements about resources, current events applicable to older adults and upcoming activities.
- Assist in the recruitment of senior adults and provides their orientation to UMCH programs and services.
- Assists in the planning and implementation of services that provide for the health, social and cultural needs of older adults.
- Attends all meetings, trainings and conferences as required of the position.
- Performs other duties as assigned by the supervisor



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Essential Job Competencies:

- Must exhibit strong organizational and planning skills.
- Must demonstrate initiative, motivation and the ability to work independently and in a group setting.
- Must exhibit effective interpersonal, oral and written communication skills.
- Must exhibit a positive, flexible and patient demeanor with program participants, colleagues and members of the community.
- Must be able to relate to individuals from diverse socio-economic backgrounds with a commitment to treating all people with dignity and respect.
- Skilled in the use of automation software and related equipment.
- Ability to meet deadlines

Qualifications:

- Advanced education in geriatric and/or social work services is preferred, with a minimum of two years' experience in the facilitation of services to older adults.
- Previous experience working with culturally diverse clientele

Additional requirements of the position:

- Walking, standing, bending, and carrying of small and light objects.
- Must have reliable transportation

Director Signature: :		Date:	
Employee Signature:		Date:	

The above statements are intended to describe the general nature and level of work being performed by the people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified, and may change at the discretion of the incumbent's manager/supervisor.