



## Areawide Aging Agency

**Job Title:** Outreach Supervisor  
**Department:** Outreach  
**Reports to:** CEO  
**FLSA Status:** Nonexempt  
**Approval:** Blair Schoeb

**Areawide Aging Agency employee performance expectations:** In the performance of their respective tasks and duties, all team members are expected to meet the following requirements:

- Work independently performing quality work within deadlines while understanding the necessity for communicating and coordinating work efforts with other team members, service providers, end-users, and clients.
- Have computer skills, maintain the technical proficiency necessary to complete their duties and have excellent written and verbal communications abilities with attention to detail.
- Establish and maintain effective professional working relationships with team members, management, and the people we serve.
- Maintain strict confidentiality as directed, be honest, trustworthy, dependable, and flexible.

**Position Purpose:** Under the general direction of the Areawide CEO and/or COO, this position manages all aspects of Areawide's Outreach program, including directing staff that seeks out and identifies hard-to-reach individuals over 60 years of age living in Canadian, Cleveland, Logan, and Oklahoma Counties, and assists them in gaining access to needed services, especially targeting those who are frail, isolated, low-income, and minority. This person in this position will also participate in providing these services.

Assesses individual needs and facilitates applicant's access to community resources in face to face and/or telephone interviews in participant's home environments.

**Essential Duties and Responsibilities:** Include, but are not limited to the following:

- Will supervise Outreach staff.
- Will deliver social services in the form of new participant registration and conducting in-home and/or telephone assessments.
- Will complete any required assessment and Outreach training.
- Reviews participant referrals from aging network, including Title III programs and other local providers, and outside sources such as self-referrals or family referrals.
- Assesses participant's abilities and needs using the OKDHS Title III Assessment tool.
- Initiates person-centered problem-solving approaches to address participant's potentially complex challenges, concerns, and situations.

- Develops and maintains ongoing relationships with participants and families in order to best meet the needs of the participant.
- Makes referrals for home and community-based services suitable to the participant's unmet needs and desires.
- Enters participant assessments, Title III referrals, and other pertinent information into information management database.
- Prepares participant files and maintains all records of Outreach required by program.
- Follows and updates the Outreach referral log and weekly in-home visit schedules.
- Provides monthly public information activities, coordinated with supervisor, to share information about resources, agencies, and programs that are available to seniors in their area.
- Identifies, researches, and reports underserved populations and areas needing Outreach awareness to supervisor.
- Identifies and reports common and/or trending gaps in services to supervisor.
- Participates in continuing education opportunities in regard to aging issues and resources.
- Participates in community meetings such as coalitions, and advisory boards as work load allows or as directed by supervisor, in an effort to advocate for and support senior services.
- Reports to work on a regular and timely basis and participates in staff meetings.
- Performs other duties as directed.

**Knowledge and skills:** Knowledge of aging issues; good knowledge of community resources available for older adults; and knowledge of social service referral agencies. Good communication, organization and presentation of facts in a clear, concise manner. Interviewing skills are required. Must have the ability to work with seniors, including low-income, minorities, frail, and isolated, and their caregivers. Must have the ability to work independently within established guidelines and procedures

**Education and experience:** Undergraduate degree for an accredited college or university in sociology, psychology, social work or related field. Minimum of three years experience working in aging or related field.

**Preferred:** Familiarity with the community of one or more of these four counties: Canadian, Cleveland, Logan, and Oklahoma.

**Special requirements:** Must: possess the ability and willingness to perform job-related travel; maintain administrative and client confidentiality. Valid Oklahoma Class "D" Operator's License required, possession of an operating vehicle, and proof of auto insurance. Must have a clear background check. A cell phone is required when working out of the office.

**Work Environment:** Majority of time will be spent working out of the office in older adult's homes or in the community, including substantial travel within these counties: Canadian, Cleveland, Logan, Oklahoma. Weekly office time is required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Language Skills:** ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or government regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from individuals or groups, clients, customers, and the general public.

**Mathematical Skills:** Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

**Reasoning Ability:** Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

**Physical Demands:** 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. While performing the duties of this job, the employee is regularly required to walk, sit, use hand to finger, handle or reach with hands and arms, to talk or hear. The employee is frequently required to stand. The employee is occasionally required to climb or balance, stoop, kneel, crouch, or crawl. The employee may occasionally lift and or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

**Noise:** The noise level in the work environment is generally moderate.

**Safety:** The employee shall be knowledgeable about and follow Areawide Aging Agency's safety policies and procedures. Employees should immediately report (i.e., during current shift) any accidents, unusual occurrences, or any other safety-related issues to the immediate supervisor.

**Dress Code:** This position will require direct interactions with the public and will be required to adhere to professional attire. Male employees are required to wear slacks that are neat and clean in appearance, and either short-sleeve or long sleeve shirts with collars, or polo shirts with collars. Female employees are required to wear slacks, skirts or dresses, tops, and sweaters that are nice, and clean. Fridays are considered casual days but all apparel must be nice, clean, and professional in appearance. Shorts, t-shirts, halter tops, tube tops, shirts with inappropriate slogans, tattered, dirty, un-kempt clothing will not be considered as appropriate for this position. Jeans are allowed on Fridays for those employees who do not have appointments; jeans must be clean, pressed, and free of tears or holes.

The omission of specific statements or duties listed above does not exclude them from the position if the work is similar, related, or a logical assignment to the position. This job description does not constitute an employment agreement between Areawide Aging Agency and the employee, and is subject to change by Areawide Aging Agency as the needs and requirements of the job change.

Areawide Aging Agency is an Equal Opportunity Employer.

## **How To Apply**

Send cover letter and resume to [info@areawideaging.org](mailto:info@areawideaging.org)