

**East Valley Adult Resources, Inc.**  
**Job Description: Outreach Specialist**

**Overview:** The Outreach/ Social Services Team assists older adults and their families in navigating and accessing social service, health and benefits resources. The Outreach Specialist conducts ongoing and targeted outreach to identify and support older adults who are low-income, socially isolated, and/or at-risk members of underserved communities. He/she provides direct services including: resource navigation, information and referral services, health promotion education, and supportive services to individuals and groups that promote independence. The position involves significant teamwork and collaborative efforts with staff, volunteers, and other organizations.

**Major Duties:**

- Provide individualized assessments, resource navigation, information and referral, crisis intervention, coaching and on-going care consultation for older adults and their families. Provide services through home visits, office visits, telephone, and e-mail to promote independence. Educate older adults to make informed decisions and serve as an advocate to overcome barriers to accessing service and care.
- Facilitate and coordinate access to basic need and support resources. Provide direct assistance with applying for SNAP and other government benefits. Promote and provide direct support through scheduled food distribution programs and other related services. Maintain an updated resource listing, including eligibility requirements, to address the needs of older adults and family caregivers.
- Develop, provide, and coordinate group health promotion education and support sessions or programs as assigned. Conduct outreach, promotion and recruitment for the sessions, and coordinate logistics as needed.
- Conduct community outreach to increase awareness about East Valley Adult Resources and to enhance access to services and resources, particularly for low-income, multicultural, and other underserved communities. Distribute branded flyers and information sheets when needed. Represent the agency at health fairs and community events. Develop and maintain effective relationships within community and aging networks.
- Support other core programs and services as assigned, including: Center-Based Services, Meals on Wheels, In-Home Support, and Contracted Programs. Tasks may include, but are not limited to: promoting all services within the community, responding to incoming calls to connect older adults with agency programs, conducting intake assessments, and delivering transitional frozen meals.
- Serve as team leader for program development, outreach and service provision for specific populations, programs, and/or geographic communities as assigned. Develop and support related volunteer initiatives.
- Maintain accurate case records and service reports in accordance with the procedures of the agency and funding entities, including computer data input and report compilation.
- Ensure that agency policies, standards, and decisions are implemented and maintained in service provision.
- Maintain professional standards and an organizational culture that attract, motivate, support, and retain high quality staff and volunteers who are committed to serving older adults. Support volunteers as assigned.
- Serve as a member of the program staff team, participating in the development of targeted community outreach and other plans.
- Other duties as needed and appropriately assigned.

**Qualifications:**

- Bachelor's degree in social work or a related field, or a minimum of two years social service or community health experience working with at-risk older adults and their families. Knowledge of community resources.
- Demonstrated effective written and oral communication skills. Ability to prepare concise reports and provide oral presentations. Computer literacy required.
- Effective interpersonal skills and ability to encourage teamwork. Multi-cultural sensitivity and ability to work effectively with diverse community members. Bilingual English/Spanish preferred but not required.
- Ability to prioritize and manage multiple tasks.

**Requirements:**

- Possess valid AZ driver's license and reliable vehicle to use in the performance of job. Ability to obtain a Level I Fingerprint Clearance Card and compliance to EVAR's background check policies.

**Responsible to:** Director of Social Services

**Status/ Hours:** Full-time non-exempt position. Primarily weekday office hours, with occasional evening and weekend work.

**Primary Work Site:** Mesa Active Adult Center, Red Mountain Active Adult Center, and/or other satellite location(s) as needed. Position will require some travel via automobile.

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