



Job Opening Announcement

Outreach Specialist

This position is based in Mesa, Arizona

Aster Aging, Inc. empowers and supports older adults and their families to remain independent and engaged in our communities. Our non-profit organization provides a full continuum of service, with core programs that include: Center-Based Services, Meals on Wheels, In-Home Support, Outreach / Social Services, and Contracted Programs. Our vision is to be a leader in providing direct services and mobilizing resources that support the changing needs of our older adult population.

We are currently recruiting for an important Outreach Specialist position. As part of the Outreach / Social Services Program Team, the Outreach Specialist assists older adults and their families in navigating and accessing social service, health and benefits resources. Conduct ongoing and targeted outreach to identify and support older adults who are low-income, socially isolated, and/or at-risk members of underserved communities. Provide direct services including: resource navigation, information and referral services, health promotion education, and supportive services to individuals and groups to promote independence. The position involves significant teamwork and collaboration.

Full-time (40 hours /week) non-exempt position
Competitive wage and excellent benefits package, including health plan

Qualification include a minimum of two years social service or community health experience working with older adults or other vulnerable populations; related college degree or coursework may substitute for experience. Knowledge of community resources. Demonstrated effective written and oral communication skills. Strong interpersonal skills and ability to encourage team work. Multi-cultural sensitivity and ability to work effectively with diverse community members. Bilingual Spanish-English is preferred but not required.

Requirements include a valid Arizona 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 Aster's background check policies.

Please refer to the Job Description for additional information and requirements.

Interested applicants are encouraged to submit their resumes to:

Aster Aging Inc.
45 West University Drive, Mesa, Arizona 85201
Phone: 480-964-9014, Fax: 480-898-7306, hr@asteraz.org
www.asteraz.org

Position is considered open until filled.

Equal Opportunity Employer

Aster Aging, Inc.
Job Description: Outreach Specialist

Overview: As part of the Outreach/ Social Services Program Team, assist older adults and their families in navigating and accessing social service, benefits, and health resources. Conduct ongoing and targeted outreach to identify and support older adults who are low-income, socially isolated, and/or at-risk members of underserved communities. Provide direct services including: resource navigation, information and referral services, health promotion education, and supportive services to individuals and groups to promote independence. The position involves significant teamwork and collaboration.

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 screenings and direct assistance with government application processes for benefits. Promote and support scheduled food distribution programs and related services. Maintain updated resource lists to address the needs of older adults and family caregivers.
- 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 Aster and to promote access to resources, with a focus on low-income, multicultural, and other underserved communities. Distribute branded flyers and information sheets. 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, 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. 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 of targeted community outreach and other plans.
- Other duties as needed and appropriately assigned.

Qualifications:

- Minimum of two years social service or community health experience working with older adults or other vulnerable populations; related college degree or coursework may substitute for experience. Knowledge of community resources.
- Demonstrated effective written and oral communication skills. Ability to prepare concise reports and provide oral presentations. Computer proficiency.
- 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 Aster'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: Downtown Mesa Senior Center, Red Mountain Senior Center, and/or other satellite location(s) as needed. Position will require some travel via automobile.