

## Senior Center Program and Outreach Assistant

### Summary of Position Responsibilities:

Supports the coordination and management of the activities of the Senior Center, as well as assisting members of the senior population of North Brookfield. Performs highly skilled administrative and clerical duties, to ensure effective and efficient operations.

### Description of Supervision/Supervisory Responsibilities:

The Program and Outreach Assistant is recommended by the COA in coordination with the Senior Center Director, and appointed by the Board of Selectmen. The Program and Outreach Assistant works under the general supervision and direction of the Senior Center Director.

### Essential Functions of Job:

- Assist patrons with applications for social services they may be in need of (i.e. Housing, MassHealth, Medicare, SNAP, Fuel Assistance).
- Plan and schedule various programs and activities for the Center.
- Willing to perform Outreach activities which includes visiting with patrons at home or nursing facilities.
- Receives and screens visitors and telephone calls providing information, and handling issues that may require sensitivity and use of sound independent judgement; or refer to appropriate individual(s).
- Maintains records such as program participation, tracking the lending of Medical Equipment to patrons, and scheduling Medical Rides.
- Use of MySeniorCenter software to generate a daily schedule of activities and events; register new patrons to the center, or updating profiles.
- Provide administrative and clerical support to the Senior Center Director, including word and data processing, filing, copying, scanning, and handling correspondence.
- Interacts with members of the general public, federal, state, and/or local government officials, and Town Employees as it relates to the Senior Center.
- Coordinates and assists with projects relating to Department operations, and other areas.

### Minimum Competencies:

- Excellent Communication skills; both oral and written.
- Ability to deal tactfully, courteously and professionally with all persons, even in stressful situations.
- Ability to maintain confidentiality and to exercise sound judgement and discretion.
- Ability to work in high pressure situations as necessary.

- Highly organized, detail oriented, takes initiative and able to work independently.
- Ability to handle multiple tasks, prioritize effectively, meet deadlines and deliver high quality work.
- Reliability and professional personal presentation essential.
- Operate standard office equipment, including a computer.
- Proficiency in typing, basic word processing, spreadsheet, presentation and database software (such as MS Word and Excel).

Education and Experience/Other:

- High School diploma or GED required; Bachelor's or Associates' Degree in relevant field (i.e. Public Administration, Business, etc.) preferred.
- 5 years of progressively responsible experience in a relevant position (administrative assistant, office manager, or similar), and knowledge of general office procedures (e.g. correspondence, scheduling, filing, etc.) desirable; previous experience in municipal government preferred.

Physical Requirements/Work Location:

*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.*

North Brookfield Senior Center, 29 Forest Street

This is an office-based job in a dynamic Senior Center. While performing the duties of the Program and Outreach Assistant, the employee is required to: interact and communicate frequently with the public, government officials, other staff member and boards, volunteers, and/or third parties transacting business with the Town of North Brookfield, and move up to 20 pounds.

FLSA Status

This position is non exempt under the Fair Labor Standards Act.

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all the responsibilities, duties, and skills required. This job description does not constitute an employment agreement between the employer and employee, and is subject to change by the employer as the needs of the for the employer and/or requirements of the job change.