



Position Announcement

TITLE: COMMUNITY OUTREACH WORKER-PART TIME (20 Hours/week) **DATE:** March 7, 2017

LOCATION: San Francisco Senior Center, 481 O'Farrell Street, San Francisco, CA 94102

FLSA: Non-Exempt

SUMMARY:

Responsible for educational and social programs and assistance to members of the Single Room Occupancy (SRO) 60+ community and persons with disabilities surrounding the San Francisco Senior Center (SFSC) Downtown Center. Focuses on contact with 60+ SRO community members through first-hand delivery of programming. Works in a team setting to develop the planning and development of this programming, then implementation and evaluation. Serves as a liaison between other organizations within the community that share similar goals.

ESSENTIAL FUNCTIONS:

- Designs and administers surveys to determine needs and interests of SRO residents age 60+ and persons with disabilities and evaluates results.
- Plans culturally appropriate content for presentations to SRO community members and implements the presentations.
- Provides leadership in implementation of planning for local SRO resident engagement.
- Contacts SRO resident managers and owners and develops and maintains relationships with them.
- Engages and instructs all involved in the SRO project to understand and collaborate in achieving the goals of the SRO project.
- Offers programming and critical services to residents of SRO's age 60+ and persons with disabilities in the lobbies, community rooms, or other venues of neighboring SRO's.
- Creates timeline for SRO events. Creates bulletin boards, monthly flyers, and maintains updated email list of managers and clients.
- Serves as a team member to develop multidisciplinary solutions to client problems, including working with collaborating organizations to meet client needs.
- Encourages participation in SFSC Downtown Center programming. Identifies eligible participants for the program, interprets standards and guidelines to potential clients, answers questions, obtains consent for services, and makes referrals based upon program requirements.
- Determines needs and makes recommendations for continuation or change in services.
- Collects and inputs data, disseminates health education information, and administers satisfaction surveys.
- Records all required data in the GetCARE system in a timely manner.
- Performs other work as assigned.

NCPHS is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, NCPHS will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective employees and incumbents to discuss potential accommodations with the employer.

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS:

Knowledge of diverse and at-risk populations. Comfortable in any housing setting including the SRO's and Tenderloin neighborhood. Skilled in outreach.

Ability to inspire, motivate, and maintain enthusiasm among seniors and persons of disability. Ability to work closely and develop strong relationships with a diverse group of individuals. Ability to approach and solve problems with creativity. Ability to maintain strong customer focused approach as well as the confidentiality of volunteers, staff and organization information at all times. Ability to act with patience, tact, and courtesy in dealing with volunteers, staff, and agencies under demanding and difficult conditions. Sensitivity and understanding of the issues related to aging.

Excellent verbal and written English communication skills. Strong public speaking, communication, organization, recordkeeping, and time-management skills. Strong interpersonal skills needed for arranging harmonious work relationships and ability to oversee the intake process and data collection and inputting. Proficient in Microsoft Office suite of products (Outlook, Word, Excel) and ability to quickly learn data management applications.

Physical skills and ability to perform work that requires standing, walking, stooping, bending, and lifting up to 35 pounds.

QUALIFICATIONS:

Associate's degree required. Experience in working with seniors age 60+ with persons with mental health issues. Minimum of one year working with diverse and underserved populations.

SUPERVISORY RESPONSIBILITY: None

APPLY TO: Director of San Francisco Senior Center by clicking [here](#).