



## POSITION DESCRIPTION

**Position:** Outreach/Community Connector (Temporary)

**Program:** Outreach Services

**Reports to:** Director of Operations

**Date Approved:** Feb 2022

The Outreach/ Community Connector is responsible for providing in-depth screening of older adults to help identify and connect seniors to appropriate social and health resources. They will participate in follow-up services addressing the social, emotional and health needs of older adults through assessment, support, connecting to resources, and system navigation. The Connector will work with individuals in a supportive, holistic way to address access barriers including finances, housing, transport, low confidence, and social isolation. They will use the Canadian Frailty Scale Assessment tool to help identify areas older adults might wish to concentrate on and coordinate efforts with other Sage programs and external programs/organizations. Referrals to this project will be received from health systems and community Home Support programs with the emphasis being on providing supports to assist the older adult remain healthy in the community.

These services may be offered at Sage or in the community, depending on the needs of the senior being served. Screening may take place virtually by phone or in person.

### RESPONSIBILITIES:

Area of Responsibility	Tasks
<b>Direct Services</b>	<p><b>Assessment and Followup:</b></p> <ul style="list-style-type: none"> <li>• Provide assessments of older adults needs being referred through transition coordinators specific to this project;</li> <li>• Refer to Jewish Family Services as defined by the criteria established;</li> <li>• Provide comprehensive assessments of older adults as required;</li> <li>• Utilize the CFSA tool when applicable;</li> <li>• Establish case plans that are client centered and holistic and document these in the Sage data base;</li> <li>• Monitor and evaluate appropriate case plans at regular intervals to assess changing intervention needs;</li> <li>• Coordinate the organization and delivery of referrals for older adults with unmet needs;</li> </ul>

	<ul style="list-style-type: none"> <li>• Signpost and facilitate access to support services including financial and benefit advice, housing, health and safety home systems, and leisure and social activities;</li> <li>• Assist older adults in identifying barriers to accessing resources and support them in overcoming these;</li> <li>• Advocate on behalf of clients where needed;</li> <li>• Schedule appointments with clients in office or virtually, depending on the individual's needs and organization capacity;</li> <li>• Provide assistance in transitions in care (to labs, specialists, social referrals);</li> <li>• Refer to other services as needed;</li> <li>• Work within the Sage team to assist with challenging cases;</li> <li>• Collaborate with other agencies and professionals for the benefit of the client;</li> <li>• Develop a collaborative relationship with the Home Support services programs through Jewish Family Services;</li> <li>• Provide a bridge between Sage Services and outside sources of health and well-being support offered in community.</li> </ul>
<b>Volunteer Coordination</b>	<ul style="list-style-type: none"> <li>• Assist in the co-ordination, training, and supervision of students and volunteers;</li> <li>• Provide on-going support, encouragement and recognition to students and volunteers in the program.</li> </ul>
<b>Planning and Program Development</b>	<ul style="list-style-type: none"> <li>• Maintain statistical data and assist in report development;</li> <li>• Identify opportunities for improving and supporting older adults in need of specialized support services;</li> <li>• Assist in the development and promotion of CFSA tool within and outside of Sage;</li> <li>• Attend monthly case management and weekly health services meetings;</li> <li>• Participate on internal and external committees as required;</li> <li>• Maintain operations by following policies and procedures;</li> <li>• Keep abreast of current resources for seniors;</li> <li>• Develop relationships with external referral partners as required;</li> <li>• Keep up to date on development/research in the field of gerontology.</li> </ul>
<b>Other Duties</b>	<ul style="list-style-type: none"> <li>• Participate in planning and implementation of workshops, conferences and special events within a team environment;</li> <li>• Attend scheduled meetings as required;</li> <li>• As required and/or assigned.</li> </ul>

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## **QUALIFICATIONS**

- Registered Social Worker with the ACSW or able to be registered with ACSW; Bachelor of Social Work is considered an asset;
- Experience in the Human and Health Services field preferably with seniors;
- Knowledge of health systems for seniors, including resources to maintain independence;
- Knowledge of resources for seniors in Edmonton;
- Undergo Police Information Check including Vulnerable Sector;
- Have (and be prepared to use) a vehicle and possess a valid Class 5 driver's license;
- Be able to obtain \$2 million auto liability insurance.

## **EXPECTATIONS**

- In accordance with Sage's Pandemic Vaccination Policy, all employees must be fully vaccinated against Covid 19 and provide proof of vaccination.

## **SKILLS and EXPERIENCE**

- Experienced in community-based case management;
- Program development and implementation experience;
- Experience working with older people and volunteers;
- Able to demonstrate a good understanding of the needs of older people;
- Knowledge of community resources and services related to older people and care providers;
- Familiarity with medical, privacy and insurance legislation;
- Knowledge of healthcare operations;
- Experience in working with diverse cultures;
- Excellent interview, assessment, communication, and presentation skills;
- Excellent organizational and multitasking skills;
- Self-motivated and able to work as part of a team;
- Computer literacy, especially Word for Windows and Excel.

## **LENGTH OF POSITION AND HOURS OF WORK**

Temporary full time position (35 hours/week) to March 31, 2023. Specific hours of work to be coordinated with the Supervisor but general office hours are 8:30 – 4:30, with a 1 hour unpaid lunch break each day, Monday to Friday.

## **SALARY LEVEL**

\$42,449 base rate per annum. Rates above the base rate will be considered based on assessment of the successful candidate's education, skills, previous experience and other factors.