

ROGUE VALLEY COUNCIL OF GOVERNMENTS

Job Description



Job Title:	Outreach Coordinator – Nutrition Program		
Department:	Nutrition		
Location:	Central Point / Grants Pass, OR		
Reports to:	Nutrition Program Director	Travel Required:	Yes
Last updated:	05/23/2024	Classification:	9
Direct Reports:	Type of position:	Hours: 32 or 40 hours / week	
None	<u>Full-time</u> <u>Part-time</u>	Exempt	
	Temporary On-Call	<u>Non-exempt</u>	
	Contractor Intern		

GENERAL DESCRIPTION

Provides service eligibility assessment for persons 60 years and older for the Food & Friends Meals on Wheels Program. Conducts in-home assessments to determine eligibility for home delivered meals (HDM). Provides outreach services to ensure that eligible participants and family caregivers have information about Senior & Disability Services programs and other local program availability. Distributes nutrition education materials to HDM and Medicaid participants.

ESSENTIAL JOB FUNCTIONS

1. Conduct HDM assessments in person with seniors (individuals 60 years of age and older) and their dependents with disabilities to determine their potential eligibility for the Food & Friends HDM program.
2. Conduct HDM reassessments in person or by phone with seniors (individual 60 years of age and older) and their dependents with disabilities to determine their potential continued eligibility for the Food & Friends HDM program.
3. Provide basic information about Senior & Disability Services programs including Title XIX Medicaid, Older Americans Act, Oregon Project Independence Medicaid (OPI-M), Food Stamps (SNAP), Aging & Disability Resource Connection (ADRC) Powerful Tools, OPTIONS Counseling, Family Caregiver Respite, OPAL and PEARLS.
4. Alert Title XIX Medicaid Case Managers and the Nutrition Program about participants who may be eligible for HDM through the Medicaid program.
5. Provide assessment and distribution of nutrition education to Title XIX Medicaid and OPI-M participants.
6. Provide outreach/education to ensure that seniors and family caregivers are informed about how to access community resources.
7. Distribute nutrition education and other materials to participants.
8. Respond to requests by phone or personal contact regarding available services for seniors and make referrals to the ADRC.
9. Complete accurate records and reports within their timeline, and enter client data into Oregon ACCESS and GetCare, including National Aging Program Information System (NAPIS).
10. Gather and maintain accurate demographic information on HDM participants in accordance with NAPIS and family caregiver clients.
11. Provide Nutrition Field Coverage when necessary.

AUXILIARY JOB FUNCTIONS

1. Make presentations at community events or meetings to inform the public about available services.
2. Conduct trainings.
3. Other related duties as assigned.

SUPERVISORY RESPONSIBILITIES

None

SUPERVISION RECEIVED

Receives supervision from the Nutrition Program Director; coordinates with the Nutrition Program regarding Food & Friends policies and procedures.

RELATIONSHIP TO OTHERS

Maintains a working relationship with RVCOG staff, clients, social services staff, health care providers, and volunteers, and contact as necessary with other agencies, community groups, and the general public.

ACCOMMODATIONS

The information contained in this job description is in compliance with the Americans with Disabilities Act (ADA). To perform this job successfully, an individual must be able to perform each essential job function satisfactorily. The qualification requirements, physical demands, and work environment described in this job description are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential functions of the job and must not prohibit the employment of a person with disabilities.

QUALIFICATION REQUIREMENTS

EDUCATION, TRAINING, AND EXPERIENCE

1. Education: Bachelor's degree with major course work in social services; course work in geriatrics and gerontology preferred.
2. Experience: A minimum of 2 years of related experience.
3. Substitution: Any satisfactory equivalent combination of education, training and experience which demonstrates the knowledge, skills and abilities required to perform the duties of the job.

SPECIAL REQUIREMENTS

1. License: Possession of, or the ability to obtain and retain an Oregon driver license by the time of appointment, or otherwise have immediate point to point transportation available.
2. Vehicle: Possession of, or permanent access to, a personal vehicle.
3. Other: Pass background History Check; obtain and maintain an Oregon Food Handlers Permit, demonstrate knowledge and proficiency in the use of computer software.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

1. The theory and practice of social services delivery;
2. The problems and issues confronting the older adults and adults with disabilities;
3. Confidentiality rules and HIPPA regulations regarding client and provider records and investigation, and ability to adhere to these rules; and
4. Community resources available to benefit this population.

Related skills:

1. Exceptional listening skills; and

2. Excellent interpersonal skills with a commitment to delivering high quality customer service in a professional and polite manner.

Ability to:

1. Work independently within assigned area of responsibility;
2. Operate a personal computer and perform accurate data entry;
3. Communicate effectively both orally and in writing;
4. Work effectively with participants;
5. Interact and work with a culturally diverse population;
6. Manage multiple tasks simultaneously;
7. Make effective presentations to small and large groups; and
8. Work as an effective team member and establish and maintain harmonious and cooperative working relationships with staff and a wide variety of people.

PHYSICAL DEMANDS

(1) Mobility: frequent sitting for long periods of time; occasional bending or squatting. (2) Lifting: occasionally up to 30 pounds. (3) Vision: constant use of overall vision; frequent reading, close-up work, and exposure to computer screens; occasional color and depth vision. (4) Dexterity: frequent use of keyboard and repetitive motion. (5) Hearing/Talking: frequent hearing and talking, in person, in public, and on the phone. (6) Emotional/Psychological: constant coworker and/or public contact.

WORK ENVIRONMENT

Work is performed in a typical office environment utilizing a computer and a variety of other office equipment. Travel in the two-county area (Jackson/Josephine) is required, travel to other parts of the state and other states may occasionally be required, and attendance at evening and weekend meetings or events may also be necessary.

ADDITIONAL INFORMATION

The above statements are intended to summarize the nature and level of work and typical responsibilities and duties being performed by the employee in this job. They are not intended to be an exhaustive list of all responsibilities, duties, knowledge skills, or abilities required of the position. The various responsibilities and/or assignments of this position may be unevenly balanced and change from time to time based upon matters such as, but not limited to, variations in the shift, work demands, service levels and management's decision on how to best allocate department resources. Any shift variations, emphasis or rebalancing of duties, responsibilities and/or assignments does not constitute a change in the job classification.

APPROVED BY: **Jon Pfefferle** Date: 05/23/2024 **Nutrition Program Director**

REVIEWED BY: **Adrian Modjeski** Date: 09/05/2024 **Human Resources & Administrative Services Director**

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