

***Duties:***

Under direction of the Director of Aging Services, assist senior citizens and their families, with an emphasis on assisting the frail, isolated or disabled seniors and their caregivers in understanding, coping with and resolving problems.

Perform crisis intervention (intensive counseling) including home visits as needed to assist seniors; and provide short-term counseling (assessment and referral) to clients and families in Needham, including home visits, to assist them in locating and utilizing resources to meet their routine and emergency needs.

Provide physiological and psychological assessment and referral to clinical, mental health, and protective services agencies for seniors and their families when appropriate; offer information and referral services including, but not limited to transportation, grocery shopping, home management assistance, nursing home placement, and medical insurance; and maintain a community resource file.

Serve as facilitator for a caregivers group support program, providing counseling and information. Provide office consultations for family members of elders requiring assistance in coping with aging relatives and friends.

Coordinate and work with other Town Departments when necessary to insure appropriate services for Needham seniors and advocate for the elderly as necessary.

Maintain appropriate records and reports; maintain confidentiality of files and records; and perform other related duties as assigned.

***Basic Knowledge:***

Duties require advanced theoretical or technical knowledge of gerontology and human services equivalent to a bachelors degree in a related field. Masters degree preferred.

***Experience:***

Three years experience in the delivery of human services—preferably in a senior citizen environment.

***Independent Action:***

Incumbent establishes own work plan and priorities, using or modifying standard procedures to ensure timely completion of duties. Refers recommendations for additions or changes to programs to Director of Aging Services. Client problems with the potential for adverse public relations for the Town are referred to the Executive Director for clarification, information or advice.

***Supervisory Responsibility:***

Assists in providing guidance to grant personnel, interns and volunteers.

***Physical and Environmental Standards:***

- Frequent periods spent in non-office environments, including private homes of infirm seniors, hospitals and nursing homes.
- Some periods spent standing and walking.
- Some travel by private car within Town and to neighboring towns.