

MEALS ON WHEELS

C.C. CAFÉS

FALL PREVENTION

COMPANIONSHIP

ARTFUL AGING

CARE MANAGEMENT

## Health and Wellness, Friendly Visitor Associate Job Description

**8/19****Program Description:**

The Health and Wellness Division provides education, information and training to the senior population of Contra Costa County through friendly companion visits or calls, exercise classes and food and nutrition education. The mission of the division is to enhance the lives of seniors by providing resources, companionship and physical activities that support healthy and productive living.

Friendly Visitors is an important community program that creates lasting and enriching ties between seniors and volunteers. The Friendly Visitors program has two components: the friendly visiting program; and the friendly calling program. These programs provide companionship and an important link to the outside world for seniors. Loneliness and isolation are reduced for seniors who participate in these programs.

**Position Description:**

The Friendly Visitors Associate is responsible for coordinating the internal activities of the Friendly Visitors program. Conducting client intakes, volunteer orientations and client/volunteer first visits throughout Contra Costa County. This position offers support, resources and information to the friendly visitor's volunteers, clients and MOWDR staff members. This is a full-time position, 40 hours per work week and reports to the Division Manager of the Health and Wellness Division.

**Duties and Responsibilities:**

- Answer and screen client calls
- Evaluate clients' needs and make referrals using agency programs and/or community resources as needed
- Conduct client intake
- Conduct volunteer orientations
- Participate in FV/Client first visits
- Participate in community outreach, via fairs, festivals and community meetings
- Respect clients' confidentiality, possessions and finances
- Honor the reporting responsibilities mandated by the State of California
- Adhere to the mission of MOWDR
- All other duties as required

**Qualifications:**

This position requires the following:

- Minimum of one year experience working with seniors.
- Must enjoy working independently.
- Must be comfortable working with diverse populations and diverse personalities.
- Must be sensitive, patient and tolerant of the senior's cognitive and/or physical limitations, and his or her living environment.
- Good verbal and written communication skills.
- Must have a good driving record and a reliable automobile with insurance.
- Must have cell phone and knowledge of GPS applications.
- Dependable.
- BA degree in sociology, psychology or the health field a plus.
- Bilingual skills a plus.
- Background check clearance

**Benefits:**

Benefits include paid time off, mileage reimbursement, cell phone stipend and holidays and medical coverage.