

**OLDER ADULT SUPPORT SPECIALIST  
(EAST CONTRA COSTA COUNTY)  
JOB DESCRIPTION**

MEALS ON WHEELS

C.C. CAFÉS

FALL PREVENTION

COMPANIONSHIP

ARTFUL AGING

CARE MANAGEMENT

Effective 01/2021

**ABOUT THE ORGANIZATION**

Meals on Wheels Diablo Region provides services to mostly low income 60-plus adults residing in Contra Costa County. Services include home delivered food, congregate meals, fall prevention, companionship, nutrition advice and elder abuse prevention. We work with partner organizations to help seniors remain healthy and independent for as long as possible. Clients are not charged for any services but may contribute towards their care. The organization relies on a combination of grants, donations and government funding to pay for these services.

A group of five senior resource providers referred to as the Partners are: Meals on Wheels Diablo Region, Choice in Aging, Contra Costa Senior Legal Services, Diablo Valley Foundation for the Aging, and Ombudsman Services of Contra Costa, Solano, and Alameda Counties. The Partners Recognize the need for greater collaboration and coordinated resource delivery for seniors in need of services in East Contra Costa County. In order to increase access to regional services by those in need, the Partners have developed the East Contra Costa Senior Resource Initiative. The initial goal of the Initiative, Older Adult Support Specialist position is to engage local residents to enhance awareness of and access to services.

**SCOPE OF WORK**

**PROVIDER COORDINATION**

The Specialist will work with the Partners to increase awareness of each other's services and activities, support opportunities to work together, facilitate shared trainings, convene stakeholders to address various needs through a client-centered lens, and work with providers to ensure "warm hand-offs" when making referrals among providers.

**INCREASE OUTREACH AND EDUCATION**

The Specialist will work with the Partners to gather information about the types of outreach and education currently deployed in the region and develop further community outreach, education activities, and materials where needed to increase residents' awareness of existing services. The priority for these activities will be to reach isolated communities and currently unengaged or underserved seniors in need. The Specialist will be charged with identifying the range of services available and promoting all senior services, not just those provided by one provider or another.

## **DATA GATHERING AND ANALYSIS**

The Specialist will promote and coordinate partner efforts to:

- Assess the state of data collection around seniors and services in the region, including that generated by the Partners and others (such as data generated by the county or by other service providers)
- Identify gaps and barriers in services, understand user experience, and drive senior-specific strategy and priorities by the Partners and others
- Analyze the scope and systems used for data collection and suggest improvements
- Evaluate the impact of the Specialist's activities

Over time, the Specialist may play a role in following up on referrals — or creating systems for partners to follow up — to assess the success of hand-offs, and the accessibility and efficiency of the service continuum.

As described, none of the Specialist's work will be tied only to the Partners, but rather will be driven by a mandate to improve seniors' access to services, no matter who or what agency might be involved.

## **DUTIES AND RESPONSIBILITIES**

- Serve as a hub of information around existing services available to and appropriate for seniors. Identify and document gaps, system obstacles, emerging senior needs and innovations in services
- Promote ongoing learning and research about programs and services available for seniors
- Maintain and distribute information about the breadth of services available to the seniors and how to access those services
- Identify and coordinate with local leaders to promote available services and to identify the best methods of reaching underserved populations in their community
- Conduct outreach to underserved populations in East Contra Costa County, providing warm handoffs to service and resource providers in their area
- Coordinate quarterly partner meetings, including scheduling, generating agenda and capturing notes and action items to keep the project on task
- Incorporate feedback from partner organizations into the referral process, data tracking, and outreach methods

## QUALIFICATIONS

This position requires:

- Extensive experience living and/or working in the East Contra Costa community with a significant understanding of the existing dynamics, organizations, and challenges of the area
- Skills at building trust among multiple stakeholders and bridging gaps in communications and understanding
- Experience facilitating conversations and building agreement among diverse organizations to achieve a shared purpose
- A successful track record in working as part of a collaborative with an understanding of shared authority and collective expectations
- Ability to work with diverse populations, demonstrating cultural competence and community awareness
- At least 5 years of relevant work experience or combination of related education and work experience
- Background check clearance
- Ability to lift 25 lbs.
- Valid CA driver's license
- Proof of car insurance

Priority competencies and experiences include:

- Experience working in the field of senior services
- Experience working with underserved communities
- Skills in public outreach, public perceptions/awareness research, social service network development, business process reengineering, program evaluation, and/or human-centered design
- Ability to gather and analyze quantitative and qualitative data

Being bilingual in English and Spanish will be helpful in the position. In hiring, this skill will be weighed as part of an overall evaluation of the candidates' experience and readiness to work with underserved communities.

## BENEFITS

Full time employees (30 hours or more per week) and after 90 days are eligible for a contribution towards employee medical benefits (health, vision, and dental), a 3% matching contribution to the company 401k, 15 days of PTO accrued annually, 11 paid holidays and up to 4 Floating Holidays per fiscal year.

**Position: Non-Exempt, Full-Time**

**Pay: up to \$31.25 per hour**

**Reports to: Executive Director**  
**Department: Program**  
**Location: East Contra Costa County**  
**Workweek: M-F**  
**Hours: 40 hours per week**

*Meals on Wheels Diablo Region is an equal opportunity employer. Applicants are considered for positions without regard to veteran status, uniformed servicemember status, race, color, religion, sex, national origin, age, physical or mental disability, genetic information, citizenship status or any other category protected by applicable federal, state, or local laws.*