



City of Framingham, MA

July 5, 2024

Position Vacancy

RFP #24-130-01

Position: Bi-Lingual Outreach Coordinator Part-time (17 hours/week)
Department: Callahan Center
Salary Range: M1: \$20.13- \$20.94 per hour
Schedule: 9:00 a.m. to 1:15 p.m.
4 days per week
Hours per week: 17



The nationally accredited Callahan Center is a multi-purpose center for people 55 and older. This 25,000-square-foot, fully accessible facility offers a wide range of exercise and recreational programs for little or no cost to participants. The Council on Aging strives to improve the healthy aging of a broader segment of the 55 and older population of Framingham. Social Services staff are available to provide a broad range of support services, assistance with applying for benefits, and referrals for services. Bilingual staff provides support in Spanish and Portuguese and the Center supports LGBTQ+ older adults and their allies.

For more information, please see the [Callahan Center/Senior Services website](#) and the [Callahan Courier Newsletter](#).

The City of Framingham is currently a 100% onsite work environment.

- Position will remain open until filled. Priority will be given to those who apply withing the first 21 days.
- The Callahan Center is located at 535 Union Avenue, Framingham, and is accessible by the [MWRTA \(routes 2 and 3\)](#).
- The City of Framingham offers a robust benefits package and is an eligible employer for the [Federal Student Aid Public Service Loan Forgiveness Program](#).
- We seek to hire a candidate who shares our commitment to Framingham and values civility, collegiality and working in a coordinated team environment to serve the City of Framingham.

Position Purpose:

Position is responsible for providing outreach services and advocating for the City of Framingham's Hispanic/Latino community and Portuguese speaking communities. This position is also serves as a back-up for the Durable Medical Equipment (DME) program at the Callahan Center. Employee is required to perform all similar or related duties.

Essential Functions:

The essential functions or duties listed below are intended only as illustrations of the various type of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

1. Maintains information regarding community resources and translates information into respective language for individuals or locates resources to provide translation for languages not familiar to staff. Makes these resources known to the Latino American and Portuguese speaking population.
2. Ensures that Latino Americans and Portuguese speaking residents aged 55 and older living in Framingham are represented and made aware of programs/services available to them.

3. Provides monthly information updates to the grupo latinoamericano regarding the Center's recreational, educational and cultural activities they may want to participate in. Assists the Latino and Portuguese speaking older adults to integrate into the Center's programs, as they choose.
4. Assists individuals with the completion of various forms and applications for benefits and services.
5. Responds to reports of financial, emotional or medical needs by consulting with Social Services staff for referrals for services.
6. Attends meetings, seminars and trainings, as required, to advocate for individuals and share information with the community about the services and programs at the Callahan Center. Flexibility with the schedule is required to attend occasional meetings that may occur in the evening or during the weekend.
7. Provides monthly and annual reports of bilingual activities.
8. Responds to requests for Durable Medical Equipment (DME) as a back-up resource, fielding phone calls and responding to in-person requests for items to be loaned out, returned and/or donated
9. Works cooperatively with Callahan Center staff in providing services to all people.

Qualifications:

- Prior experience in social services or related field preferred
- Valid class D motor vehicle operator's license
- Be able to read, write, speak and interpret English and at least one other language spoken by Framingham's Latino American and Portuguese speaking population. In addition to linguistic abilities, must be culturally competent in the populations being served.
- **Knowledge of:**
 - Fluent in English and Spanish or Portuguese in verbal and written forms. Familiar with services available to people 55 and older at the local, state and federal level. Familiarity with Council on Aging operations preferred and familiarity with local cultural groups, faith groups and local resources preferred.
 - working knowledge of Microsoft Office programs.
- **Ability to:**
 - mediate
 - collaborate
 - multi-task
 - be patient and flexible
 - access the Internet to obtain information in support of department operations
 - pass a MA CORI/SORI prior to hire and at least once every two years thereafter
- **Needed skills:**
 - customer service skills, especially the skill of
 - listening to individuals' concerns and making appropriate referrals for services or information
 - comfort in gaining input about interests and ideas for services and programming
 - Must be detail oriented, organized and reliable.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the position's essential functions.

Physical Skills: Little or no physical demands are required to perform the work. Work effort principally involves sitting to perform work tasks, with intermittent periods of stooping, walking, and standing. There may also be some occasional lifting of objects such as books, photocopy and computer paper.

Motor Skills: Duties may involve assignments requiring application of hand and eye coordination with finger dexterity and motor coordination. Examples may include operating a personal computer, driving a car, using power tools, or climbing a ladder.

Visual Skills: Position requires routine reading of documents, computer screen, and reports for understanding.

Supervision Required:

Employee works under the general supervision of the Assistant Social Services Supervisor. Employee is familiar with the work routine and uses initiative in carrying out recurring assignments independently with specific instruction. The supervisor provides additional, specific instruction for new, difficult or unusual assignments, including suggested work methods. The employee is expected to recognize instances which are out of the ordinary and which do not fall within existing instructions; the employee is then expected to seek advice and further instructions. Reviews and checks of the employee's work are applied to an extent sufficient to keep the supervisor aware of progress, and to insure that completed work and methods used are technically accurate and that instructions are being followed.

Supervisory Responsibility:

Employee is not responsible for the supervision of city employees.

Work Environment:

Employee performs work in an office setting, attending outreach meetings, and making presentations in the community.

Occupational Risk:

Duties generally do not present occupational risk to the employee. Personal injury could occur, however, through employee failure to properly follow safety precautions or procedures.

The City of Framingham is committed to the ongoing pursuit of strategic diversity initiatives that help to position diversity, equity, and inclusion as central to municipality and community-wide excellence in the City of Framingham. In doing so, Framingham strives for a city culture and environment that fosters a true sense of belonging for all, provides opportunity for everyone to participate equally and fully in the city, their communities and neighborhoods in ways that helps to develop each individual's capacity to confidently and competently engage within and across difference. Given an evolving national context and the richness in the demographic and linguistic profile of our city, the City of Framingham has made a significant commitment to addressing and enhancing its community climate, culture and multiplicity of service capabilities as a city.