The Klamath Tribes
501 Chiloquin Blvd/P.O. Box 436
Chiloquin, Oregon 97624

Phone: (541) 783-2219
HR Fax: (541) 783-2836

OPEN: 11/16/26
CLOSE: 12/03/26

EXEMPT ____
NON-EXEMPT __X_

POSITION DESCRIPTION

POSITION: ELDER OUTREACH SPECIALIST

RESPONSIBLE TO: Community Services Director

SALARY: Step Range: 15-27; Annual/Full Benefits
Salary Range: $45,777 - $65,267
Hourly Range: $22.01 - $31.38

CLASSIFICATION: Non-Management, Regular, Full-Time

LOCATION: The Klamath Tribes Administration
Community Services Department
Chiloquin, OR 97624

BACKGROUND: Comprehensive

POSITION OBJECTIVES

The purpose of the Elder Outreach Specialist position is to provide information and identify assistance available to tribal elders residing in the service area. This position will coordinate the five parts of the caregiver support program, including respite care; provide other supportive services through outreach and other applicable services; and coordinate re-occurring elder activities and events. The overall goal of the position is to enhance the quality of life for elder participants of the program in accordance with program rules, regulations and guidelines.

MAJOR DUTIES AND RESPONSIBILITIES

1. Coordinate with Transit and Community Services Staff for transport of Elders to and from the meal sites and other events.

2. Attend, plan, organize, host, and schedule socialization, and health and well-being activities at the Meal Sites

3. Responsible for establishment and maintenance of all office systems, filing, correspondence and action records pertaining to Elder Case Management, including computerized and paper systems. Will be required to document all activity for each client within the case files, maintaining progress and action for every contact established.

4. Coordinate the five parts of the Caregiver Support program and other supportive services in accordance with the Title VI guidelines including outreach to Tribal Elders, telephoning, transportation, visiting with Elders, providing information regarding available services, referral for services, and assistance with gaining access to available services to Tribal Elders.

5. Collaborate with the Elders Program Cook and other cook staff regarding Nutrition Services for the Chiloquin and Beatty Meal Sites and Home-Delivered Meals. Fill in for Elder Meal Site staff as needed.

6. Maintain Title VI Part A and Part C data counts on a computerized data base for periodic reporting purposes.

7. Follow through with Tribal processes to completion for program requests of Respite Caregiver applications, contracts, and/or payments.

8. Maintain the Lending Closet. Duty includes establishing and maintaining a check in-out system and a tracking system to monitor Lending Closet activities including inventory and to procure lending closet items needed.

9. Coordinate with Department Director and other staff to participate in conducting any Needs Assessment Surveys.

10. Regularly visit at the Elders/Senior Meal site and Outreach programs and Elders living quarters to check in and see how clients are doing.

11. Prepare Elders Monthly, Quarterly, and as needed Mail outs.

12. Maintain the Elders contact information database including updating phone numbers, physical addresses, mailing addresses, and other demographics and includes getting updated information from Elders and Member Benefits Department.

13. Assist clients who are unable to communicate clearly to ascertain needs or provide support to obtain needed assistance or services.

14. Provide or help with finding services providers to assist with personal care and/or household chores when the elder is unable to complete these needs without assistance.

15. Maintain a shared database of Tribal and non-Tribal resources available for referrals. Establish points of contact at commonly used programs/agencies.

16. Serve as an advocate on behalf of Elders and disabled persons when seeking information and assistance available.

17. Coordinate with and outreach to Tribal Departments, Tribal entities including Klamath Tribal Health & Family Services and non-Tribal Agencies to streamline Elder services and provide wrap around services.

18. Generate and maintain Standard Operating Procedures and flowcharts (as applicable) for position duties and responsibilities.

19. Monitor program expenditures to ensure program spending in all service areas remains within budgetary limitations.

20. Generate, maintain, and update all forms, publications, brochures, pamphlets, and applications appropriately.

21. Attend a variety of monthly, quarterly, and semi-annual meetings as required.

22. Follow policies and procedures of the Klamath Tribes and the granting agency.

23. Like all employees of the Klamath Tribes, the incumbent will be called upon to accomplish other tasks that may not be directly related to this position, but are integral to the Klamath Tribes' broader functions, including but not limited to, assisting during Tribal sponsored cultural, traditional, or community events that enable the successful operation of programs and practices of The Klamath Tribes as aligned with The Klamath Tribes' Mission Statement. Some of these tasks may be scheduled outside of regular work hours, if necessary.

SUPERVISORY CONTROLS

Work is performed under the general direction of the Community Services Director. The Director makes assignments involving familiar concepts in terms of objectives to be achieved. The employee plans and carries out the successive steps of the work assignments, and independently handles deviations in the work assignment in accordance with instructions, policies, and previous training, and/or accepted practices in accordance with various established office procedures. New assignments are provided in detail, as well as changes in current procedures. Major or new issues are referred to Director who is available for advice and assistance in unusual or unprecedented situations. After initial training, work is performed independently. Finished work is reviewed for accuracy, timeliness, and adherence to policy and guidelines.

KNOWLEDGE, SKILLS, ABILITIES

Knowledge of and ability to read and understand policies of various Tribal, federal, state, and local social service programs.

Above average knowledge in word processing; automated office systems; computers, spreadsheets and database management including data reporting.

Ability to establish and maintain an effective filing and records management system including electronic and paper records.

Ability to communicate orally and in writing. Ability to express them self in a clear and concise manner for the purposes of advocating Elderly clients' needs; correspondence, reports, and instructions, as well as for obtaining information or conveying messages. Must practice kindness, and compassion and caring of all contacts.

Ability to learn and understand the application processes for all tribal programs and public and private sector assistance programs as well as eligibility criteria.

Ability to operate vehicles safely under all types of weather conditions and traffic situations. Knowledge of safe driving procedures when transporting passengers.

Ability to maintain effective/efficient organization using different methods for ensuring projects and duties completed in an organized, systematic and timely manner.

Good customer service, public relations, and interpersonal relationship skills. Emphasis will be placed on customer service experience and qualities.

Ability to meet with a variety of individuals in a professional manner, using tact, diplomacy, and mature judgment.

Ability to maintain **strict confidentiality** of records and information pertinent to the nature of the work.

Ability to work irregular hours and flexible work schedule. Some trips and/or activities may require overnight stay.

Ability to work independently with little supervision.

Must be willing to work in office setting as well as in the community to meet the needs of the Elderly and the Handicapped/Disabled. This may include, home visits, outreach services, inspections, etc.

QUALIFICATIONS, EXPERIENCE, EDUCATION

Minimum Qualifications: ***Failure to comply with minimum position requirements may result in termination of employment.***

- **REQUIRED** to possess a High School Diploma or Equivalent. (*Must submit copy of diploma or transcripts with application.)*

- **REQUIRED** to have demonstrated ability to work well with a diverse group of people from varying socioeconomic backgrounds.

- **REQUIRED** to have computer experience; emphasis will be in the use of Microsoft Word, Excel and work in a networked environment.

- **REQUIRED** to possess and maintain a valid Oregon Driver's License, (out of state applicants must receive ODL within 90 days of hire), have good driving record and be insurable by The Klamath Tribes' vehicle insurance policy. (*Must submit copy of driver license with application.)*

- **REQUIRED** to physically able to perform strenuous activities; including helping adults into and out of wheelchairs and vehicles.

- **REQUIRED** to adhere to The Klamath Tribes Alcohol and Drug Free Workplace policy.

- **REQUIRED** to possess and maintain CPR and First Aid certification. Certification must be obtained within 90 days of hire. *(Employer will pay for course time and cost.)*

- **REQUIRED** to possess and maintain Food Handler's certification. Certification must be obtained within 90 days of hire. *(Employer will pay for course time and cost.)*

- **REQUIRED** to submit to a background and character investigation, as per Tribal policy. Following hire must immediately report to Human Resource any citation, arrest, conviction for a misdemeanor or felony crime.

- **REQUIRED** to accept responsibility of a mandatory reporter in accordance with the Klamath Tribes Juvenile Ordinance Title 2, Chapter 15.64 and General Council Resolution #2005 003, all Tribal staff are considered mandatory reporters.

Preferred Qualifications:

- Knowledge of Administration on Aging, Title III Area Agencies on Aging, and Title VI Programs.

- Knowledge of correct procedures for securing clients in wheelchairs and assisting clients in and out of vehicles.

- Two or more years of relevant work experience working with Tribal Elders or other vulnerable populations, or in a social services field.

INDIAN PREFERENCE

- Indian and Tribal Preference will apply, as per policy. (*Must submit tribal documentation with application to qualify for Indian Preference).*

ACKNOWLEDGEMENT

This position description is intended to provide an overview of the requirements of the position. It is not necessarily inclusive and the job may require other essential and/or non-essential functions, tasks, duties, or responsibilities not listed herein. Management reserves the sole right to add, modify, or exclude any essential or non-essential requirement at any time with or without notice. Nothing in this job description, or by the completion of any requirement of the job by the employee, is intended to create a contract of employment of any type.

APPLICATION PROCEDURE

Submit The Klamath Tribes ***Application for Employment*** with all requirements and supporting documentation to:

The Klamath Tribes
ATTN: Human Resource
P.O. Box 436
Chiloquin, OR 97624

IT IS THE RESPONSIBILITY OF THE APPLICANT TO PROVIDE SUFFICIENT INFORMATION TO PROVE QUALIFICATIONS FOR TRIBAL POSITIONS.

Please Note: If requirements are not met, i.e., submission of a resume in lieu of a tribal application or not including a required certification, your application will not be reviewed and will be disqualified.

Indian Preference will apply. In accordance with Klamath Tribal policy, priority in selection will be given to qualified applicants who present proof of eligibility for "Indian Preference".

Applications will not be returned.

EMPLOYEE ACKNOWLEDGEMENT:	
I have reviewed this position description and have been provided a copy. I understand that The Klamath Tribes reserves the sole right to modify this position description at any time, with or without notice.	
Employee (printed name)	**Employee (signature)**