



Position Title: Neighborhood Advisor
Department: Center for Healthy Aging
Reports to: Senior Director, Center for Healthy Aging
Date Created: April 2024
Salary Range: \$40,000 - \$45,000 (Full-time, non-exempt)

Agency Mission:

“InterFaith Works affirms the dignity of each person and every faith tradition, builds racial and religious equity, and creates bridges of understanding among us.”

Agency Vision Statement:

InterFaith Works builds bridges of understanding to affirm the dignity of all people in Central New York. Working with the different faith communities and the diversity of the region’s people, we address deeply embedded social divisions. Informed and influenced by the values and ethics of the faith traditions, we work with the community to find common ground on its issues. Using the tools of interfaith and cross-cultural dialogue, we create life-changing experiences that lead to actions for the creation of a more equitable and loving community.

Overview of the Program Area:

InterFaith Works has a 38-year history of serving diverse older adults by addressing issues of isolation and loneliness that people can experience as they age. Programs and services in The Center for Healthy Aging focus on reaching older refugees and other elders with limited English, older adults in black and brown communities, and older adults with low-income. Our programs promote activity, socialization, and life-long learning, to empower older adults to age with dignity.

The Neighborhood Advisor provides information and case assistance to needed services for adults aged 60 and over. They serve as a conduit to the myriad existing agencies that provide entitlement benefits and social services, which enable older people to remain in their homes and participate in family and community life. The Neighborhood Advisor is sensitive to the needs of the older person and respects an individual’s right to self-determination and autonomy.

Other agency programs include the Services to Older Refugees Program, Digital Inclusion classes, and volunteer-based Companionship and Friendly Visiting programs. The Center for Healthy Aging builds bridges of understanding among the wide diversity of seniors in the community and promotes respectful care for our elders.

Position Summary:

The Neighborhood Advisor provides information and case assistance for services that help older adults in Onondaga county live at home for as long as possible, with a focus on serving diverse older adults,

including those with limited English, low-income older adults, and older adults facing extreme social and digital isolation. Services are provided in-person through home visits and community events, as well as through phone calls. The Neighborhood Advisor also conducts outreach and presentations to reach new communities of diverse older adults.

Qualifications:

Bachelor's degree in Human Services or related field, with at least two years' experience working with seniors, Human Services, or Senior Care organizations. The ideal candidate will have experience working with older adults from diverse communities, including older adults with limited English; bi-lingual or multilingual capacity in a language commonly spoken by older New Americans in Central New York is preferred.

Essential Functions:

Information Assistance and Outreach

- Understands the intent, clients, and activities of the Neighborhood Advisor Program.
- Provides information and case assistance in a one-on-one manner through home visits and phone calls to adults over 60 in Onondaga County, that helps them remain in their homes as long as possible
- Conducts outreach, including community presentations and person-to-person canvassing, to educate communities about services for older adults; some nights and weekends required.
- Promotes the Neighborhood Advisor Program with internal and external print and electronic media and through speaking engagements
- Facilitates the production of materials in languages commonly spoken in Onondaga County
- Provides information to promote digital literacy and access to low-cost technology and broadband
- Maintains strong working relationships with key community partners, including community centers, aging services providers, and Faith Communities
- Participates in appropriate committees and coalitions that further the program mission
- Attends monthly in-service training hosted by the Dept of Adult and Long-Term Care
- Performs related duties as required by the Director

Evaluation, Documentation and Reporting

- Maintains a list of key contacts, which serve as the referral source for county residents
- Maintains service records, case notes and client data in Peer Place
- Maintains a log of deliverables and manages progress toward completion of service targets
- Conducts regular client surveys to assess the impact of Neighborhood Advisor services
- Assists the Director in collecting other information required by funding sources
- Provides monthly progress reports to Director

Management and Supervision

- Abides by a strict code of confidentiality in all matters related to IFW and its members
- Oversees interns and community volunteers as needed
- Promotes internal agency-wide positivity
- Adheres to agency Personnel Policies

Skills and Experience:

- Understands the aging services network in Onondaga County or similar area
- Committed to supporting diverse older adults as they age
- Ability to plan and deliver community presentations for up to 25 people, and person-to-person outreach
- Multi-cultural competency necessary
- Bilingual or multilingual capability in a language commonly spoken by older New Americans in Central New York beneficial
- Demonstrated ability to relate well to others and build strong relationships
- Demonstrated ability to work independently with a high degree of initiative
- Excellent communication and organizational skills
- Proficient in Microsoft Office Suite; knowledge of Office 365 and SharePoint a plus
- Reliable transportation within Onondaga County
- Understands and values racial equity as an organizational operating principle and is committed to continued learning on issues related to race, equity, diversity, and inclusion

Level of Decision-Making Responsibility: Medium***Working conditions and physical demands required:***

The demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job:

- Must have personal vehicle for regular travel throughout Onondaga County; must be able to travel through the service area at least 50% of the time using reliable transportation, traversing streets, ascending/descending stairs, and exposed to outside weather conditions
- Occasional nights and weekends required
- Remain in a stationary position at a workstation and use a computer approximately 25-50% of the time
- Ability to frequently sit for extended periods attending meetings/training

To apply: Please send a cover letter and resume to Melissa Morral at mmorral@ifwcnny.org.