



Baltimore County Department of Aging

Intern Job Description

Job Title: Individual and Family Services Intern – Community Outreach

Location: Cockeyville Senior Center, 10535 York Road, Cockeyville, Maryland 21030

Dates of Service: Monday through Friday (varies)

Time Commitment: 8:30 a.m. to 4:00 p.m. (varies)

Supervisor: Susan Wendel

Summary of Position:

Individuals who have entered into an internship with the Community Outreach program will be exposed to the daily schedule of a Community Outreach Specialist by shadowing her on both office assignments, as well as home visits. The intern will:

- Learn about how the Community Outreach Specialist helps older adults remain in their homes and the types of assistance provided
- Receive an overview about the Department of Aging, the Individual and Family Services Division, and the Community Outreach Program
- Observe COS home and office visits with clients that involve assessments or reassessments for in-home services, applications for benefits, and referrals for resources
- Observe and participate in a monthly COS team meeting
- Read materials about government programs and other resources for older adults
- Visit local programs for seniors to learn about their services. These may include: adult day programs, senior housing buildings, additional senior centers, and local social service agencies
- Attend relevant educational workshops about senior citizen benefits and services
- Strategize with the COS to determine possible eligibility for benefits and programs for individual clients.

- Assist the COS in the preparation of benefit applications for clients such as food stamps, energy assistance, medical assistance, as well as Department of Aging programs
- Assist with scheduling visits and reminder calls to clients
- Assist in the completion of client phone surveys and inquiries
- Assist in the recording of notes in the client case file records
- Assist with administrative duties including gathering data for reports, data entry, copying application documents, filing, etc.

Objectives of Internship:

At the conclusion of the internship, the intern will have been/ will be:

- Given an overview of the Individual and Family Services Division and the Department of Aging
- Given a thorough orientation to the Community Outreach Program and its daily operations
- Able to expand their knowledge of services and resources available for older adults and caregivers
- Able to understand the aging process and some of the physical, cognitive or mental health issues individuals experience
- Able to interact with older adults in a meaningful and positive way

Qualifications and/or Skills Desired:

- Interested in working with older adults who may have cognitive, physical or mental health conditions
- Flexible
- Excellent customer service skills
- Good listening and communication skills
- Organized
- A desire to work one-on-one with older adults
- Ability to maintain confidentiality of client information

Certifications (helpful but not required):

- CPR, AED and First Aid