

DIRECTOR

Department: Council On Aging

Division: N/A

Appointing Authority: Mayor

Grade: N/A

Revision Date: 11/19

Bargaining Unit: NR

Definition:

Responsible for administrative, managerial, supervisory and social service work in connection with needs determination and the development, implementation and support of programs, services, events, activities and facilities of a multi-purpose Council on Aging and Senior Center, including personnel, facility management, fund development and fiscal management, volunteer and staff management and programming.

Supervision:

Works under the policy direction of the Council on Aging; reports directly to and works under the general oversight and supervision of the Mayor or designee.

May supervise up to five or fewer employees on a regular basis; supervisory responsibilities may include clerical or other staff, part-time employees, Senior Tax Work Off Participants, Senior Aides and up to 100 volunteers. May work collaboratively with family members, and appropriate local organizations and agencies.

Environment:

Varied work in a multi-task environment. Duties are performed under typical office conditions at the Senior Center. Operates standard office equipment. Noise levels are usually quiet to moderate but increase during scheduled heavily attended events or activities.

Performs varied, complex and responsible professional duties requiring independent judgment and initiative in dealing with problems of the aging and in planning programs; ensures compliance with applicable laws, rules, regulations, and departmental policies, procedures and methods.

Has access to and control of confidential records (i.e., financial, medical, social, physical, psychological, emotional, and legal matters) subject to non-disclosure or limited disclosure pursuant to law, regulation or policy.

Has frequent contact with senior citizens, employees, departments, boards and committees, State and Federal agencies, outside organizations and community leaders or citizens groups, vendors, contractors, the general public, and daily contact with Center clients.

Errors in judgment and administration may adversely impact operations, cause confusion or delay, cause an adverse impact on public opinion, or legal and financial repercussions, and lower standards of service to elders and their families.

Essential Functions:

(The essential functions or duties listed below are intended only as illustration of the various types of work that may be performed and are representative of those that must be met by an employee to successfully perform the essential functions of the job. 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.)

Identifies and assesses community needs for services to the senior population. Develops short and long-range plans and objectives to respond to identified needs. Reports to the C.O.A. Board at scheduled meetings. Prepares financial statements and other documents for Board meetings. Makes recommendations to the C.O.A. based on information from staff, Federal, State, regional and local agencies and groups concerned with community-based services to the elderly.

Plans, organizes, promotes and administers a comprehensive social, recreational and educational program for elders. Serves as advocate for the creation and maintenance of programs designed to enhance and support eligible clients. Assists the elderly and their families in obtaining services and program access. Confers with State and local officials, and professional, local and fraternal organizations to develop ways to better meet needs.

Oversees or supervises` a variety of programs and services to ensure that support services as directed or recommended by the C.O.A. board are carried out, including information and referral services, educational and recreational programs, health clinics, tax assistance, S.H.I.N.E. counseling, elderly nutrition programs, legal and financial counseling, outreach services, health screening, employment opportunities, group travel programs; oversees physical operation of senior center; disseminates information to seniors in the city about Senior Center activities and issues of general concern or interest through monthly newsletter; evaluates programs to ensure continued quality and effectiveness.

Plan, organize, evaluate and direct the activities of the Council on Aging; staff, schedule and provide for training and development of employees; assess and recommend program priorities; develop and recommend the operating and capital budgets; ensure that the Council operates within budgetary constraints; establish and maintain appropriate records, reports, and other required documentation including statistical information and appropriate financial or grant reports; and assess the Council's performance in relation to established goals.

Recruit, select, hire, train and supervise staff; make promotion, separation, salary and other personnel recommendations; oversees recruitment, selection, training, scheduling and supervision of volunteers; solicits assistance from local businesses and organizations in sponsoring programs and services for seniors.

Identify and apply for funding grants; coordinate board fundraising efforts and identifies other revenue sources.

Oversees physical operation of facilities and recommends capital improvements; oversee safety, decoration, and renovation of premises and other services as appropriate; and interface with other City Departments regarding repairs, maintenance, permit issues, etc.

Adheres with all Federal and State laws and procedures, such as Affirmative Action, Americans with Disabilities Act and Elder Abuse Act.

Participates in the activities of the Massachusetts Councils on Aging, including conferences and other meetings; in trainings organized by the MCOA or the State Executive Office of Elder Affairs; on committees that promote the interests of senior residents of the city, other meetings that will benefit the city's seniors, works cooperatively with other social and governmental agencies; and provides community public relations and professional leadership. All other work that is logical to the position.

Minimum Qualifications: Any combination of education and experience that would have provided the required knowledge and skills that enables performance of all aspects of the position is qualifying. A typical way to obtain them would be:

Education and Experience: Bachelors Degree with concentration in social service or gerontology preferred; or Recreation, Leisure Services or related field; Master's degree preferred; five or more years of elder work and experience in an organized program as a director, teacher, instructor, or counselor serving the elderly. Proficiency with Windows computer operating system.

Knowledge, Ability and Skill:

Ability to relate to elders of all ages sensitively, appropriately and tactfully on a variety of issues, including drug and alcohol intervention and suicide prevention, as well as social and recreational needs. Ability to supervise personnel, volunteers, and senior aides effectively and to delegate tasks efficiently.

Ability to develop and maintain harmonious relationships, and deal appropriately, tactfully and effectively with city officials, community organizations and the general public. Ability to interact compassionately and constructively with elders and to act appropriately and effectively on their behalf; ability to plan and manage others, analyze, carry out projects, consult and offer advice, and facilitate groups, to meet pre-set deadlines; requires effective written and oral communication skills and ability to communicate clearly and concisely. Must perform all aspects of job responsibilities with patience, honesty and integrity.

Ability to utilize various computer programs to produce graphics for marketing materials, statistical reports, written documents and Internet communication.

Skill in initiating, directing and managing innovative programs appropriate to the needs of the elderly population; skill and ability to remain flexible, accessible and friendly under pressure when experiencing multiple demands on time and attention.

Knowledge base of principles and practices in the field of aging, of gerontology and human services program delivery; working knowledge of Federal, State, regional and local agencies and organizations within the aging network.

Need to have, or be willing to obtain: CPR Certification, ServSafe Certification.

Physical Requirements:

Varying physical effort required under typical office conditions include regular sitting, talking, walking and mental concentration for extended periods; intermittent moderate effort required for tasks such as moving files, books or other Senior Center materials up to thirty (30) pounds, including when assisting in room set up and take down of tables, chairs, etc. Position requires the ability to operate a keyboard and view computer screens and the ability to adjust focus; hearing/speaking ability requirements include telephone duties and the ability to interact with others.

May require participation in outdoor activities, subject to inclement weather and extremes in temperature, high noise levels during activities or other events.

Special Requirements:

Must successfully pass CORI/ SORI checks. Must have a valid Class D Driver's license. must have an acceptable driving record and be insurable under city's policy; may involve some night or weekend work for special events or activities.

(This job description does not constitute an employment agreement between the employer and employee. It is used as a guide for personnel actions and is subject to change by the employer as the needs of the employer and requirements of the job change.)

Approved:



Human Resources Director

11/26/19

Date
Revision History: 7/80, 10/83, 2/85, 12/02, 1/08, 11/19



Mayor