

Council on Aging Director

DEFINITION

Position is responsible for performing professional, administrative, and direct social service work in developing and implementing the programs of the Council on Aging, and in providing advocacy, counseling and referral services for the Town's elder citizens.

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.

- Supervises employees and volunteers.
- Oversees and coordinates daily operation of the senior center.
- Works with the Council on Aging Board to provide and ensure that services are provided to seniors.
- Building Stuart
- Maintains operational procedures and provides training for employees and volunteers.
- Promotes and manages programs for senior citizens.
- Prepares Annual Report.
- Submits monthly reports.
- Prepares annual budget and manages departmental finances including payroll, accounts payable.
- Seeks grant opportunities.
- Provides outreach services and information on available services and programs to elders and family members.
- Frequent contact with Health care professionals, State and Local officials who serve seniors.
- Coordinates with Elder Services for services provided ex. meals and home care services.
- Performs similar or related work as required.

SUPERVISION RECEIVED

Under administrative direction from the Council on Aging board and Town Administrator, the incumbent works from policies, goals, and objectives; establishes short-range plans and objectives; departmental performance standards and assumes direct accountability for department results; consults with the supervisor only where clarification, interpretation, or exception to policy may be required or as requested by the supervisor. The incumbent exercises control in the development of departmental policies, goals, objectives and budgets and is expected to resolve all conflicts, which arise and coordinate with others as necessary.

SUPERVISION EXERCISED

Incumbent is accountable for the direction and success of programs accomplished through others. Responsible for analyzing program objectives, determining the various departmental work operations needed to achieve them, estimating and allocating the financial and staff resources required, periodically reporting on the achievement and status of the program objective; and recommending new goals. The incumbent typically formulates or recommends program goals and develops plans for achieving short and long-range objectives; determines organizational structure operating guidelines and work operations; formulates, prepares and defends budget and manpower requests and accounts for effective use of funds and staff provided; coordinates program efforts within the unit and with other departments; delegates authority to subordinate supervisors and holds them responsible for the performance of their unit's work; reviews work in terms of accomplishment of program objectives and progress reports, approves standards establishing quality and quantity of work; and assists or oversees the personnel function, including or effectively recommending hiring, training, and disciplining of employees.

ACCOUNTABILITY

The nature of the professional or technical work means that errors in analysis, techniques or recommendations would probably be difficult to detect. Consequences of errors, missed deadlines or poor judgment could result in excessive costs, delay of service delivery, or legal repercussions.

JUDGMENT

The work requires examining, analyzing and evaluating facts and circumstances surrounding individual problems, situations or transactions, and determining actions to be taken within the limits of standard or accepted practices. Guidelines include a large body of policies, practices and precedents which may be complex or conflicting, at times. Judgment is used in analyzing specific situations to determine appropriate actions. Employee is expected to weigh efficiency and relative priorities in conjunction with procedural concerns in decision making. Requires understanding, interpreting, and applying federal, state and local regulations.

COMPLEXITY

The work consists of employing many different concepts, theories, principles, techniques and practices relating to an administrative field. Assignments typically concern such matters as studying trends in the field for application to the work; assessing services and recommending improvements.

NATURE AND PURPOSE OF CONTACTS

Relationships are constantly with co-workers, the public, groups and/or individuals such as peers from other organizations, and representatives of professional organizations. The employee serves as a spokesperson or recognized authority of the organization in matters of substance or considerable importance, including departmental practices, procedures, regulations or guidelines. May be required to discuss controversial matters where tact is required to avoid friction and obtain cooperation.

CONFIDENTIALITY

Incumbent has regular access at the departmental level to a wide variety of confidential information, including personnel records and client records.

EDUCATION AND EXPERIENCE

Bachelor's degree in social work or gerontology or a related field and one to three years of experience working with an elder population or in a related field, or any equivalent combination of education and experience.

Special Requirement: Valid Massachusetts driver's license is required. Must be able to obtain Serve safe certification, S.H.I.N.E certification or ability to obtain certification, CPR and First aid certification within one year of employment.

KNOWLEDGE, ABILITY, AND SKILLS

Knowledge: Knowledge of the community. General knowledge of the process of aging and of appropriate social activities and resources available to senior citizens. Knowledge of federal and state services and local resources available to the elderly.

Abilities: Ability to use initiative, persuasion, tact and judgment in dealing with Town officials, the elderly, service providers and the general public. Compassion for the elderly. Ability to prepare and manage budgets and finances. Ability to effectively train and supervise employees and volunteers. Ability to effectively communicate orally and in writing. Administrative ability.

Skills: Excellent customer service and public relations skills. Excellent oral and written communication skills. Computer skills including data entry, word processing, social media for outreach purposes, excel, websites and virtual platforms.

WORK ENVIRONMENT

The work environment involves everyday discomforts typical of offices, with occasional exposure to outside elements. Noise or physical surroundings may be distracting, but conditions are generally not unpleasant. Incumbent may be required to work beyond normal business hours in response to emergency situations or to attend evening meetings.

PHYSICAL, MOTOR, AND VISUAL SKILLS

Physical Skills

Minimal physical demands are required to perform most of the work. The work principally involves sitting, with intermittent periods of stooping, walking, and standing. May be required to lift objects such as files, boxes of papers, office supplies, and office equipment weighing up to 30 pounds.


Motor Skills

Duties are largely mental rather than physical, but the job may occasionally require minimal motor skills for activities such as moving objects, using office equipment, including but not limited to telephones, personal computers, handheld technology, and other office equipment.

Visual Skills

Visual demands require routinely reading documents for general understanding and analytical purposes and use of a computer.


Constance Teixeira, COA Chair


Date