



JOB DESCRIPTION
COUNCIL ON AGING DIRECTOR
(POSTED ON MAY 2, 2016)

Title: Council on Aging Director
Department: Council on Aging (Appointed by Board of Selectmen)
Posting: May 2, 2016 to May 20, 2016 (open until filled)

Classification: Non-Union Classification Plan; FLSA Exempt; Personnel Bylaw
Hourly Rate: Grade 7: \$26.27 to \$34.36 per hour depending on qualifications;
Starting range of pay: Up to \$30/hour DOQ

Current Schedule: 30 hrs/week (Fiscal 2016)
Salary Range: \$41,296 (min) to \$54,014 (max) – Fiscal Year 2016 Budget

Proposed Schedule: 35 hrs/week (Fiscal 2017 – As of July 1, 2016)
Proposed Salary: \$48,995 (min) to \$64,031 (max) – Fiscal Year 2017 Budget

Position Purpose:

The purpose of this position is to perform professional, administrative and supervisory work in developing and implementing the programs and services of the Topsfield Council on Aging to meet the needs of and enhance the quality of life of the town's senior population; performs all other related work as required.

Supervision:

Supervision Scope: Exercises considerable initiative, creativity, and independent judgment in the planning, administration and execution of the department's programs and services and goals, and in the direction of personnel; employee is required to work in conjunction with the Council on Aging Board in formulating policies and department goals.

Supervision Received: Reports to the Chair of the Council on Aging Board and receives day-to-day administrative direction from the Town Administrator. The Council on Aging Board, through its Chair, provides the policy and programming direction to implement departmental policies and programming and service goals. The Council on Aging Board Members are appointed by the Board of Selectmen. As an agent of the Board of Selectmen, the Town Administrator provides general administrative oversight, management and budget direction for the position.

Supervision Given: Directly supervises all department employees (approximately four part-time employees) including Secretary/Meals on Wheels Coordinator, Data Entry Clerk and Van Drivers. Also supervises numerous volunteers directly and through subordinates. Directly involved in hiring of staff. Provides daily direction, prepares employee evaluations and counsels and disciplines staff consistent with town policies.

Job Environment:

Work is performed under typical office conditions; work environment is moderately noisy; Operates a computer, calculator, telephone, copier, facsimile machine, and other standard office equipment.

Interacts with the town's senior citizens, the general public, other town departments, officials, caregivers, and social service organizations. This position is on call when out sick or on vacation.

Has access to department-related confidential and/or sensitive information about elderly clients including financial and medical records, the disclosure of which would cause a significant breach of trust and seriously damage the reputation of the department.

Errors in judgment could result in hardship to the town's senior citizen population, lower standards of service to the community, monetary loss or legal repercussions and possible negative public relations for both the department and the town.

Essential Functions:

(The essential functions or duties listed below are intended only as illustrations of the various types 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.)

Administers all aspects of the COA daily operations including office management, development of annual budget and the supervision of staff, grant positions and volunteers.

Develops and implements all programs, activities and day trips for elders; schedules seminars, clinics, support groups and workshops; conducts training for staff and volunteers; Coordinates activities and service delivery at the Emerson Center or various community programming locations.

Coordinates with the Chair the COA agenda, meeting materials and public business of the eleven-member Board.

Maintains visibility and contact with elderly clients and population on a daily basis and on a professional level providing continuity, friendship, Humor and sensitivity to their needs.

Provides a safe and healthy environment for the elderly, staff and volunteers to be readily available to assist them with personal and financial guidance and assistance.

Prepares the COA annual budget and annual reports for the Town and the Commonwealth of Massachusetts' Department of Elder Affairs.

Serves as a member of the Town Administrator's Senior Staff and attends monthly Department Head meetings; Acts as liaison between local, state, and federal agencies as well as community and private organizations and churches.

Engage in a variety of public relations activities, including the writing of weekly news columns for local newspapers, monthly newsletter, and speaking on the behalf of the COA and the aging population.

Develops and maintains strong and active volunteer and outreach programs, performs CORI checks for new volunteers in order to ensure the safety of the department's clients.

Attends Town Administrator/Board of Selectmen Meetings as needed, and coordinates with COA Members to prepare and/or present quarterly COA Updates to the Board of Selectmen regarding service delivery, department activities and budget proposals.

Acts as a referral agent to elders and their families with regard to in-home and community services; Reports any cases of elder abuse or cases of elders at risk to appropriate agencies.

Works outside normal business hours on a daily basis and/or at nights and/or weekends when necessary.

Carries and loads the van for various events at local venues to run an event.

Performs similar or related work as required, directed or as situation dictates.

Recommended Minimum Qualifications:

Education, Training and Experience:

Bachelor's Degree required in human services, social work, gerontology, public administration or related field; Master's Degree is highly desirable; five (5) years work experience in a similar title and professional position; (10) years of experience working with senior citizens; or any equivalent combination of education and experience. Municipal experience is advantageous and highly preferred, but not required.

Knowledge, Ability and Skill:

Knowledge: General knowledge of the process of aging and of appropriate social activities and resources available to senior citizens. Knowledge of grant writing techniques.

Knowledge of federal and state regulations pertaining to programs for senior citizens. General knowledge of counseling of the elderly.

Ability: Ability to use initiative, persuasion, tact and judgment in dealing with the state and regional organizations, the senior citizens, service providers, and the general public. Ability to prepare and manage budgets and departmental finances. Ability to train and supervise employees and volunteers effectively. Ability to communicate clearly and concisely, both orally and in writing. Ability to interact with the seniors in an empathetic, compassionate, and sensitive manner. Ability to operate standard office equipment. Ability to develop innovative cost-effective programs to meet community needs.

Skills: Skill in all of the above listed tools and equipment. Proficient on the MS Office software applications. Superior persuasiveness, resourcefulness, and discretionary skills. Excellent customer service skills. A high level of patience and persistence.

Physical Requirements:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employee is regularly required to walk, stand, sit, communicate, and hear; ability to handle, feel or operate objects, tools, or controls, and reach with hands and arms as in picking up paper, files, and other common office objects, and move throughout the Council on Aging/Senior Center facilities. Lifts/moves objects weighing up to 10 pounds. Occasionally lifts/moves objects weighing up to 30 pounds. Vision and hearing at or correctable to normal ranges.

(This job description does not constitute an employment agreement between the employers and is subject to change by the employer as the needs of the employer and requirements of the job change.)

To Apply:

Qualified applicants should submit a letter of interest, resume by **Friday, May 20, 2016** to selectmen@topsfield-ma.gov addressed to Town Administrator/ Personnel Director, 8 W. Common St., Topsfield, MA 01983 or to selectmen@topsfield-ma.gov. For more information call 978-887-1500 or email Selectmen@topsfield-ma.gov. Qualified internal applicants must apply by Monday, May 9, 2016. External applications received **before Friday, May 20, 2016** will be given the highest consideration. *Position will remain open and posted on-line until a qualified candidate is hired.*

The Town of Topsfield is an equal opportunity employer. The Town does not discriminate in hiring, training, promotion, discipline, termination or other personnel actions on the basis of race, color, religious creed, age, gender, sexual orientation, marital status, national origin, ancestry, or any other characteristic protected by law.