

TOWN OF TOPSFIELD
COUNCIL ON AGING DIRECTOR
JOB DESCRIPTION

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 and disabled 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: Under the general supervision of the Town Administrator who works with to the Council on Aging Board. (This sentence doesn't make sense). The Council on Aging Board, through its Chair, provides the administrative direction in implementing policy and goals.

Supervision Given: Directly supervises all department employees. Also supervises volunteers directly and through subordinates. Directly involved in hiring of staff. Provides daily direction, conducts regular staff meetings, prepares employee evaluations, and counsels and disciplines staff consistent with town policies.

Job Environment:

Work is performed under typical multi-staff office conditions; work environment is moderately noisy with frequent interruptions. Noise or physical surroundings may be distracting. Incumbent may be required to work beyond the normal business hours in response to emergency situations or to attend evening events and meetings.

Operates a computer, calculator, telephone, copier, facsimile machine, and other standard office equipment.

Interacts with the town's senior/disabled adults, 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/disabled 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/disabled 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 including the supervision of staff, grant positions and volunteers. Conducts training for staff and volunteers. Assists any planning committee with execution of Signature Events as required.

Develops and implements all programs, activities/trips for senior/disabled residents; schedules enrichment seminars, clinics, support groups, and workshops.

Works closely with all Town Departments, including but not limited to the Veterans Agent, Police Department and Fire Department.

Develops and maintains relationships with community partners such as Topsfield TRIAD, Topsfield Historical Society, Tri-Town Council, the Topsfield Library, and local garden clubs for the benefit of senior/disabled clients.

Explores new initiatives, such as the global Age and Dementia Friendly movements and Intergenerational Programs, to enrich the overall community. Recruits volunteers to lead efforts embraced by the Council on Aging Board of Directors.

Maintains visibility and contact with senior/disabled clients and general population on a daily basis and on a professional level providing continuity, friendship and sensitivity to their needs.

Provides a safe and healthy environment for the senior/disabled residents, staff and volunteers to be readily available to assist them with guidance and assistance.

Prepares the COA annual budget and annual reports for the Town and the Executive Office of Elder Affairs. Ensures that all reports are submitted to the Area Agency (SeniorCare, Inc.) in a timely manner. Acts as liaison between local, state, and federal agencies as well as community and private organizations and churches.

Engages in a variety of public relations activities, including submission of materials to local newspapers, posting educational and promotional material on social media, and presenting on behalf of the COA and the aging/disabled populations. Develops and maintains Council on Aging web pages on Topsfield website.

Creates and supervises distribution of a bi-monthly newsletter to publicize programs and services to more than six hundred households in Topsfield. Develops robust programs, activities, and events to nurture the minds, bodies, and souls of the senior/disabled residents. Seeks out educational opportunities with agencies and organizations (e.g. SeniorCare, Inc.'s Divisions, AARP Tax Prep Program; Keep Well Clinics; SHINE Counseling, Disability Resource Center, etc.) to continually update seniors/disabled residents about local services that are available to help people age in place and with dignity.

Follows and executes retention policies for Councils on Aging as outlined in Massachusetts General Law. Preserves historically significant town records relating to the history of Topsfield Council on Aging and affiliated organizations (Friends of the Topsfield COA and TRIAD.)

Responsible for the sourcing, application and management of grant opportunities from the federal government, state government, other non-government organizations, individual donations and other funding opportunities.

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

Oversees town's Senior/Veteran Tax Work-Off Programs; works collaboratively with Town Assessor and Town Treasurer to ensure that qualifying residents receive appropriate abatement.

Acts as a referral agent to seniors/disabled residents and their families with regard to in-home and community services.

Reports any cases of senior/disabled abuse or cases of senior/disabled at risk to appropriate agencies.

Oversees areas on second floor of Town Hall that are regularly used for programming- Designated Programming Room, Public Hall, Break Room, rest rooms. Informs Facilities Staff when issues arise.

Works outside normal business hours as needed including nights and weekends for the purpose of responding to emergency situations regarding senior/disabled residents, hosting special events, guiding trips, and attending meetings with town officials and other community partners. Hosts Comfort/Cooling Stations in partnership with Topsfield's Emergency Management Team during extreme weather events and/or power outages.

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

Recommended Minimum Qualifications:

Education, Training and Experience:

Bachelor's Degree in human services, social work, gerontology, public administration or related field; Master's Degree is desirable; five to seven years' experience in working with senior citizens; or any equivalent combination of education and experience.

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 the tools and equipment *listed above in Job Environment*. Proficient on the MS Office software applications. Communication, interpersonal, resourcefulness, and discretionary skills. Excellent customer service skills. A high level of patience and persistence. Proficient in use of virtual technology (zoom) as all our programs are currently virtual.

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.)