

**Town of Hadley, Massachusetts
Job Description**

Position Title:	Senior Services Director	Grade Level:	
Department	Council on Aging	Date:	7/25/19
Reports to:	COA Board and Town Administrator	FLSA Status	Exempt

Statement of Duties: The Senior Services Director is responsible for administrative, management work in the development and implementation of programs, resources, and support services at the Town's Senior Center in an effort to meet the continuing service needs and standard of living of the area's elderly population (over 60 years of age); the employee is required to perform all similar or related duties.

Supervision Required: The employee works under administrative direction of the Town Administrator and the policy direction of the Council on Aging Board in accordance with state, municipal and department policies, the employee establishes short and long-range strategic department and individual goals and objectives, department performance standards and assumes direct accountability for department results. Consults with the Board of Selectmen/Town Administrator or Council on Aging Board where clarification, interpretation, or exception to municipal policy may be required. The employee exercises control in the development of departmental policies, goals, objectives and budgets. The employee is also expected to resolve conflicts which arise, and coordinate with others as necessary.

Supervisory Responsibility: The employee is accountable for the direction and success of department sponsored activities and programs accomplished through others. The Director is responsible for analyzing program objectives, determining the various work operations needed to achieve them, estimating the financial and staff resources required, allocating the available funds and staff, reporting periodically on the achievement and status of individual and program objectives; and recommending new goals. The Director 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; delegates authority to subordinate staff; 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 department's personnel function, including recommending hiring, training, and/or disciplining of employees. Performs CORI checks on all department staff and volunteers in accordance with state guidelines.

The employee provides direct supervision to one (1) full-time employee, two (2) part-time employees as well as approximately fifty (50) volunteers).

Confidentiality: In accordance with the State Public Records and HIPPA and privacy laws, the employee has regular access at the departmental level to a wide variety of confidential information, including official personnel files and client records.

Accountability: Consequences of errors, missed deadlines or poor judgment may include adverse public relations, monetary loss, labor/material cost, personal injury, dangers to public safety, and legal repercussions to the Town.

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Judgment: Guidelines only provide limited guidance for performing the work. They may be in the form of administrative or organizational policies, general principles, legislation or directives that pertain to a specific department or functional area. Extensive judgment and ingenuity are required to develop new or adapt existing methods and approaches for accomplishing objectives or to deal with new or unusual requirements within the limits of the guidelines or policies. The employee is recognized as the department or functional area's authority in interpreting the guidelines, in determining how they should be applied, and in developing operating policies.

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; planning long range projects; devising new techniques for application to the work, recommending policies, standards or criteria.

Work Environment: The work environment involves everyday discomforts found in a municipal office setting subject to frequent work interruptions. The employee may be required to work beyond normal business hours in order to attend evening meetings or when on call to respond to client concerns.

Nature and Purpose of Public Contact: Relationships are constantly with co-workers, the public, groups and/or individuals such as civic leaders, other Town departments, peers from other organizations, representatives of professional organizations, state agencies and the news media. 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.

Occupational Risk: Risk exposure to the employee is similar to that found in municipal office setting. Employee may be required to work beyond normal business hours in response to emergency situations or to attend evening meetings.

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.

Administers, directs and coordinates all ongoing activities including the maintenance of the Senior Center; plans and implements social, recreational, health, education transportation programs, information referrals, on-site congregate meals, and outreach services to meet the interests, needs and financial means of the elderly; ensures that staffing levels are maintained to provide departmental services in a timely manner.

Develops and updates department programs and equipment including the purchase of supplies in accordance with department policies working directly with outside vendors and agencies as necessary; continually assess the needs of clients and makes referrals as necessary.

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Posts meetings and of the Council on Aging Board meetings and generates the monthly financial statements and Director's report for their review.

Handles caseloads and client visits in the event of the temporary absence of the Outreach Coordinator.

Oversees the creation, implementation and distribution of the COA's monthly newsletter (in both printed and electronic format) to seniors and town departments; in addition assists in the identification of assistance programs that seniors may qualify for.

Develops and institutes short and long-term goals and objectives for the COA Senior Center in conjunction with the COA Board; prepares and presents programmatic and financial reports for the COA Board and makes recommendations on department rules and regulations, operations, funding and operating policies.

Provides current information on legislation pending on a state or federal level regarding government programs affecting the elderly.

Works cooperatively with other town departments and state and regional agencies in a collaborative effort or in cases of emergency; and participates in local and regional efforts to publicize, promote and expand services to the elderly and their families in the Town of Hadley; prepares the department's Annual Town Report.

Responsible for the development and administration of the department's annual operating budget and programs of services to meet the needs of the elderly in the community.

Supervises staff, office personnel, program volunteers, and the daily operation of the department's transportation program.

Conducts research into possible sources of funds in support of Department operations; administers the Senior Tax Work-off program. Prepares and administers grants that are awarded to the Department.

Responsible for the purchase of department materials, supplies, and equipment and accounting for the expenditure of all department funds.

Serves as liaison on behalf of the Council on Aging to promote the use of the Senior Center and participation in department sponsored programs and services through public relations, news media and preparation and distribution of a department informational newsletter; attends civic conferences or meetings of other agencies involved with the elderly.

Prepares reports for local, state and federal officials; prepares the department's Annual Report.

Participates in various professional organizations to remain current with changes in

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regulations/laws as well as new techniques regarding the provision of services to the elderly.

Recommended Minimum Qualifications:

Education and Experience: Bachelor's degree or a master craftsman level of trade knowledge; in Elder Care, Social Services or a related field a minimum of five to seven (5-7) years related prior work experience with at least one to two (1-2) years in a supervisory capacity; or any equivalent combination of education, training and experience which provides the required knowledge, skills and abilities to perform the essential functions of the job.

Special Requirements: CORI certification is required as a condition of employment. First aid and CPR Certification is required; valid Class D Motor Vehicle Driver's License.

Knowledge, Abilities and Skill

Knowledge: Thorough knowledge and general appreciation of the aging process including Alzheimer's and Dementia; understanding of the physical and emotional impact of aging and support services on a local, regional or state-wide basis to meet those needs; knowledge of grant writing and sources of funding; knowledge and understanding of local government, local Bylaws as well as state and federal regulations pertaining to the provision of elderly services. Knowledge of office software (word processing, spread sheet applications), the Internet, Social Media and web sites in support of department operations. Basic knowledge of building upkeep and support services. Knowledge of the provisions of the State's Open Meeting and Procurement laws and regulations.

Abilities: Ability to work independently and to assess individual elder service needs of all ages with care and empathy; ability to set priorities; ability to follow through on ideas; ability to multitask and to work with various groups and individuals particularly the elderly and their families in a calm and professional demeanor; ability to be sensitive to the needs of the elderly and to work with highly sensitive, confidential information..

Skill: Proficient oral and written communication skills. Computer literacy skills. Proficient customer service skills especially with elderly of all ages and their families.

Physical and Mental 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 position's essential functions.

Physical Demands: Little or no physical demands are required to perform the work. Work effort principally involves sitting to perform work tasks, with intermittent periods of stooping, walking and standing. The employee may occasionally be required to lift push or pull books, setting up meet room furniture, office equipment, and computer paper.

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Motor Skills: Duties may involve assignments requiring the application of hand and eye coordination with finger dexterity and motor coordination. Examples include but are not limited to using a personal computer or other office equipment.

Visual/Auditory Skills: The employee is required to constantly read documents, personal computer screens and written reports for general understanding and routinely for analytical purposes. The employee must have the auditory ability to listen and comprehend. The employee is not regularly required to determine color differences.

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