

## Town of Stoneham



### Director of Council on Aging Job Description

**Statement of Duties:** The Director of Council on Aging is responsible for administrative and supervisory work in the development and implementation of programs and services at the Town's Senior Center in an effort to meet the continuing needs of the area's elderly/adult population in order to remain living independently in their homes; the employee is required to perform all similar or related duties.

**Supervision Required:** The employee works under the administrative direction of the Town Administrative and the policy direction of the Council on Aging in accordance with state, municipal and department policies, objectives as well as accepted operating techniques and practices; 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 all 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 typically formulates or recommends program goals and develops objectives for achieving them; 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 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 full-time (1), ten (10) part-time and three (3) seasonal employees. Work operations may be subject to substantial cyclic or seasonal fluctuations, or substantial changes in work procedures, volume, or products, which are (or can be) reasonably anticipated and planned for in advance, e.g., recreational activities, or fiscal year end. Employees supervised work at the same location and the same work shift, a few may be dispersed to other locations.

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**Confidentiality:** In accordance with the State Public Records, HIPPA, and privacy laws, the employee has regular access at the departmental level to 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, legal repercussions to the Town, and jeopardize programs.

**Judgment:** Work requires the employee to examine, analyze, and evaluate 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 conflicting, at times. Independent judgment is used to analyze or evaluate specific situations to determine appropriate actions.

**Complexity:** The work consists of employing many different concepts, theories, principles, techniques and practices relating to the provision of elderly services. 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 to attend department-sponsored events.

**Nature and Purpose of Public Contact:** Relationships are constantly with co-workers, the public, groups and/or individuals such as civic leaders, 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. The employee may be required to work beyond normal business hours in response to emergency situations or to attend evening meetings.

#### **Essential Functions:**

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*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 of the Senior Center; plans and implements social, recreational, health, education travel programs and referrals geared to the interests, needs and financial means of the elderly; ensures that staffing levels are maintained to provide services in a timely and safe manner.

Develops and updates department programs 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. Serves as a mandated State Reporter regarding possible elderly abuse and neglect issues.

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; refers applicants to the Town Assessor, Treasurer or other town departments as necessary.

Develops and institutes short and long-term goals and objectives for the COA Senior Center in conjunction with the COA; prepares and presents programmatic and financial reports for the COA 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 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 Stoneham; prepares the department's Annual Town Report.

Responsible for the development and administration of the department's annual operating budget.

Responsible for the maintenance of all statistical and financial reports required by the town; keeps a complete bookkeeping record of the accounts receivable and payable and an organized filing system for the center operations.

Conducts research into possible sources of funds in support of Department operations; prepares and administers grants that are awarded to the Department.

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Responsible for the purchase of department materials, supplies, and equipment.

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 as necessary.

Participates in various professional organizations to remain current with changes in regulations/laws, public and private grant funding sources, as well as new techniques regarding the provision of services to the elderly.

#### **Recommended Minimum Qualifications:**

**Education and Experience:** Bachelor's Degree in Elder Care, Social Services or a related field, Master's degree preferred; a minimum of three to five (3-5) years related prior work experience with at least two to four (2-4) years in a supervisory or management 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** Satisfactory Criminal Record Investigation Inquiry (CORI) and background screening. Employment physical and drug screening to determine your ability to perform the essential requirements of the position. Confirmation of employment history, satisfactory references and evidence/confirmation of educational credentials. First aid and CPR Certification is strongly recommended; a valid Class D Motor Vehicle Driver's License.

**Knowledge:** Thorough knowledge and general appreciation of the aging process; 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), COA software, the Internet, Social Media and web sites in support of department operations.

**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

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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 the elderly population 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, office equipment, and computer paper.

**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.*

\_\_\_\_\_  
Town Administrator

\_\_\_\_\_  
Date

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SCEA President

\_\_\_\_\_  
Date