

**TOWN OF HAMILTON, MA
COUNCIL ON AGING DIRECTOR**

Department	Council On Aging
Reports to:	Town Manager
Position Status:	Exempt
Weekly Hours:	40
Salary Classification:	Grade 13

Position Summary/Purpose:

The purposes of this position are to develop and implement programs, activities and services that meet the social, recreational and incidental care needs of elderly residents of the Town; to operate the Senior Center, and to oversee senior transportation services. Coordinates Council on Aging programs and services with others that also work to meet the needs of seniors. The Council on Aging Director is required to exercise considerable independent judgment in administering and managing the department and is responsible for maintaining and improving upon the efficiency and effectiveness of all areas under his/her direction and control.

Supervision:

Supervision Scope: Exercises considerable initiative, and creativity in the planning, administration and execution of the department's programs, staff, volunteers and services; required to work independently in formulating decisions regarding policies, procedures, operations and plans for the Council on Aging department, as indicated by the position purpose and essential functions.

Supervision Received: Works under the general direction of the Town Manager following professional standards, procedures and policies.

Supervision Given: Supervises a Social Services Coordinator, as well as program instructors, Senior Citizen Tax Write Off program employees and volunteers; develops job direction, assigns tasks, provides instructions as needed, and monitors performance.

Essential Job 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.)

- Plan, manage, administer, direct and coordinate all the services and programs of the Hamilton Council on Aging, in an effort to meet the social and emotional needs and the continuing development of citizens. Identify program priorities, develop policies and collaborate with other Town departments, state and federal agencies, retirement facilities and other private businesses.
- Direct volunteers and oversee daily Senior Center operations, including congregate lunches and Meals on Wheels; oversee the Senior Transportation Program. Assess vendors and providers to ensure appropriate and effective services.

- Assess Council on Aging outcomes; recommend new approaches, policies and procedures, and long range plans. Implement changes and monitor for continuous quality improvement.
- Develop, recommend and administer operating and capital budgets; oversee or perform duties related to the accounting and recordkeeping of user fees, gifts and municipal, state and federal revolving program funds.
- Maintain statistical records for budgetary and planning purposes; prepare and submit reports to town departments, state officials and agencies, and related funding sources. Regularly update the Town Manager and the Council on Aging Board on pertinent activities, issues and problems related to the delivery of elder programs. Maintain databases.
- Advocate at the local, state and national level for elder services. Assist in identifying, researching and applying for grant funding, and develop innovative and creative funding streams to benefit Hamilton elders.
- Participate in Council on Aging Board meetings and coordinate with the Board to conduct needs assessments, and to develop and administer elder programs.
- Direct Hamilton's Council on Aging public relations activities. Oversee the development and distribution of outreach materials, including newsletters, brochures and informational flyers.
- Manage daily Senior Center operations, including maintenance of the building; ensure building safety and coordinate any renovations. Oversee or perform duties related to Senior Center decorations and weekly food shopping.
- Maintain productive relationships and collaborate with all Town departments for the purpose of enhancing efficiency and productivity.
- Liaison between providers, vendors, elderly citizens and families. Coordinate with local groups, organizations and community members for programming and special events.
- Monitor federal, state and local regulations that are applicable to the Council on Aging department services and insure compliance by staff.
- Ensure that the employees within his/her scope of supervision perform their job functions in a safe and hazardous-free environment. Conduct accident and incident investigations within their area of responsibility, examine the root cause of all accidents and determine whether or not the incident or accident was preventable.
- Develop Department policies and procedures and assign, train and supervise staff. Consult with Town Manager on such personnel actions as hiring, termination, and discipline and obtain final approval from Town Manager for such personnel actions.

Other Functions:

- Perform similar or related work as required, directed or as situation dictates.
- Continue training and professional development; keep current with trends.
- Assist other department staff as needed to promote a team effort to serve the public.

Minimum Required Qualifications:

Education, Training and Experience:

Must have a Bachelor's Degree in social work, gerontology, human services administration or

related field, and 4- 5 years of experience in the field, including organizational management, or any equivalent combination of education, training and work experience. Master's degree preferred.

Special Requirements:

Must have and maintain: Valid Driver's License; MA Council on Aging - Senior Center Director Certification; Serve Safe Certified Manager's License; CPR and AED Certificates

Knowledge, Ability and Skill:

- Comprehensive knowledge of the principles and practices of gerontology management.
- Thorough knowledge of the federal, state and local services and resources available to the elderly. Expert knowledge of federal and state regulations pertaining to benefits and programs for elders and their families.
- Thorough knowledge of the elder community needs and resources. Strong research and analysis skills.
- Financial expertise with budgeting and familiarity with revolving and enterprise funds. Ability to prepare and administer an operating budget for the department.
- Ability to develop and implement short term and long range comprehensive plans, projects and programs. Ability to maintain capital assets in cooperation with other departments and towns. Solid grant writing skills.
- Ability to oversee and maintain detailed and accurate records and data bases; skilled in the use of relevant software, such as MUNIS, Microsoft Office and Publisher
- Ability to establish and maintain effective working relationships with the Council On Aging Board, town staff, officials, department heads, state agencies, program vendors and providers, delivery services and the MA and Area agencies on aging.
- Ability to make presentations to elected officials, commissions, committees and special interest groups. Strong promotional, marketing and media skills required.
- Ability to plan and prioritize department operations to meet programming commitments; ability to develop innovative cost-effective programs to meet community needs.
- Ability to assign, train, and supervise staff, including volunteer employees.
- Excellent verbal, written and problem solving skills.
- Aptitude for working with and explaining policies and procedures to people.
- High level of customer service skills to engender trust, including elders and families.

Job Environment:

Work is generally performed under typical office conditions and in the Senior Center with continuous interruptions from staff and service recipients; incumbent is infrequently but regularly required to attend evening and weekend meetings or visit elderly.

Requires the operation of a vehicle, computers and standard office equipment for administrative work. Communication is frequently in person, by telephone, mail, and e-mail.

Makes frequent contacts with numerous partners and regulators, including all town departments; schools; state, local and governmental officials and agencies; vendors and program providers;

neighboring Councils on Aging; community leaders; healthcare providers; outreach workers and citizen groups serving the elderly and their families. Contacts require persuasiveness and resourcefulness to influence the behavior of others, as well as a high level of tact, understanding, and patience when interacting with clients.

Has access to department-related confidential information and some specific information concerning senior citizens; inappropriate disclosure could cause legal repercussions.

Consequence of error includes personal injury/loss; delays or loss of service; monetary loss and/or rework; injuries to other employees and damages to buildings and/or equipment.

Physical and Mental Requirements:

Work Environment

	None	Under 1/3	1/3 to 2/3	Over 2/3
Outdoor Weather Conditions		X		
Work in high, precarious places	X			
Work with toxic or caustic chemical		X		
Work with fumes or airborne particles	X			
Non weather related –extreme heat/cold	X			
Work near moving mechanical parts	X			
Risk of electrical shock	X			
Vibration	X			

Physical Activity

	None	Under 1/3	1/3 to 2/3	Over 2/3
Standing			X	
Walking			X	
Sitting			X	
Talking & Hearing				X
Using hands/fingers to handle/feel				X
Climbing stairs		X		
Stooping, kneeling, crouching, crawling		X		
Reaching with hands and arms				X
Tasting or smelling	X			
Bending, pulling, pushing			X	
Other-Driving			X	

Lifting Requirements

	None	Under 1/3	1/3 to 2/3	Over 2/3
Up to 10 pounds				X
Up to 25 pounds			X	
Up to 50 pounds	X			
Up to 75 pounds	X			
Up to 100 pounds	X			
Over 100 pounds	X			

Noise Levels

	None	Under 1/3	1/3 to 2/3	Over 2/3
Very Quiet (forest, isolation booth)	X			
Quiet (library, private office)	X			
Moderate noise (computer, light traffic)				X
Loud Noise (heavy equipment/traffic)	X			
Very Loud (jack hammer work)	X			

Vision requirements

- Close vision (i.e. clear vision at 20 inches or less)
- Distance vision (i.e. clear vision at 20 feet or more)
- Color vision (i.e. ability to identify and distinguish colors)
- Peripheral vision (i.e. ability to observe an area that can be seen up and down or left and right while the eyes are fixed on a given point)
- Depth perception (i.e. three dimensional vision, ability to judge distances and spatial relationships)
- No special vision requirements

(This job description does not constitute an employment agreement between the employer and employee. It is used as a guide for personnel actions and is subject to change by the employer as the needs of the employer and requirements of the job change.)