

Council on Aging
Job Description - Director

Summary Statement

This is a management position responsible for developing and implementing the programs and services of the Chester Council on Aging to meet the needs of the Town's senior citizens.

Works with staff, volunteers, members, those in the aging services network, and community leaders to achieve the goals of the Council on Aging (COA). Works to engage members and volunteers in the activities of the organization.

Supervision

Supervision Scope:

Performs varied and responsible duties requiring a thorough knowledge of departmental operations and the exercise of judgment and initiative to independently perform duties, complete assigned tasks, and analyze the facts or circumstances surrounding individual problems.

Supervision Received:

Generally establishes own work plan and completes work in accordance with established department policies and standards. Performs varied and responsible duties requiring independent judgment. Appointing authority is the Board of Selectmen.

Supervision Given:

Supervises all volunteers and independent contractors.

Job Environment:

Work is performed under typical office and Senior Center conditions; the noise level is moderate. Meetings, home visits, and educational offerings involve traveling and exposure to various weather conditions.

Operates an automobile, computer, facsimile machine, copier, calculator, and other standard office equipment, as well as projection equipment, television, and DVD player, and basic kitchen appliances.

Has frequent contact with the public, the elderly and their families, community organizations, regional and state agencies, various health care institutions, contractors, and human service providers, as well as members of the town government in Chester. Contacts are in person and by telephone as well as in writing and involve an information exchange and dialogue.

Some lifting (25 lbs. or less), and carrying for short distances could be required, though infrequently.

Confidentiality:

Has access to confidential and personal information about elderly clients and their families, client health information, and CORI reports. Ability to hold confidences and maintain confidential records is essential.

Performance:

Errors could result in significant delay and confusion, adverse public relations, legal and/or financial repercussions to seniors, the town, and possible injury to self or senior clients.

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.

- Plans, arranges, and actively promotes services of the Council on Aging. Manages the day to day operation of the COA.
- Explains the Council on Aging's programs, provides age-related information to seniors, their families, and caregivers, and makes appropriate referrals.
- Represents the Chester COA to the Executive Office of Elder Affairs (EOEA), Highland Valley Elder Services (HVES), the Massachusetts Councils on Aging Association (MCOA), the Southern Hilltowns Councils on Aging Consortium (SHCOAC), the Chester Board of Selectmen, as well as any local and community service providers.
- Meets with the COA Advisory Board to define needs and set program goals.
- Serves as a mandated reporter to the state in situations concerning suspected elder abuse. Files appropriate reports in a timely manner.
- Securely maintains confidential files regarding CORI reports, protective services reports, and any client financial or health information held temporarily.
- Creates and/or maintains timely and accurate files in the COA's database regarding client contacts, program attendance, and services provided.
- Manages the COA Database to track all hours worked by volunteers.
- Researches services available to area seniors, utilizing the internet for national services.
- Trains and supervises all volunteers.
- Makes referrals to Hilltown Senior Outreach for SHINE counseling, Benefits Checkup, application assistance, caregiver support, and other outreach services.
- Prepares annual reports summarizing the activities of the COA to be included in the Annual Town Report and delivered to EOEA at the end of each fiscal year.
- Creates an annual operating budget.
- Applies for and manages grants to increase the operating funds of the COA.

- Provides feedback to the Board of Selectmen regarding the needs of seniors; advocates for and makes recommendations for meeting identified needs.
- Attends conferences and or trainings to keep up to date on new information and regulations.

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

Education and Experience:

Associate's degree or higher preferred in the field of human services working with the elderly, or equivalent experience with increasing levels of responsibility and a working knowledge of the aging network of service

Qualifications:

- Working knowledge of the local, state, and national network of aging services.
- Certificate in First Aid, CPR, and defibrillator preferred but not required at time of hire.
- Possession of a valid motor vehicle operator's license.
- Ability to enter and manage information in and generate reports from a database (Microsoft Access).
- Working knowledge of the general needs and concerns of the elderly is required.
- Proficient in operating a laptop computer; ability to work with the Microsoft Office Suite.
- Knowledge of the budget process; experience with municipal budgets a plus.
- Must be highly organized, self-motivated, and possess excellent judgement, leadership, customer service skills, and be a team player,. Must possess the ability to deal tactfully, patiently, and appropriately with older clients, while respecting the individual's autonomy at all times.
- Ability to engender trust and maintain and respect confidences.
- Ability to react quickly and calmly in urgent situations.
- Ability to work independently, with little or no supervision.

Physical Requirements:

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

- Regularly required to stand, walk, sit, talk, and use a telephone.
- Vision and hearing at or correctable to normal ranges.
- Must be able to manipulate objects, and be able to pick up and use common objects.
- Minimal physical effort generally required in performing duties often under typical office conditions. Seldom required to lift up to 25 pounds.