

## **TOWN OF AVON POSITION DESCRIPTION**

**Title:** Council on Aging Director

**Department:** Council on Aging

### **Summary of Duties**

Position provides department level management of the Council on Aging, developing and implementing programs and services of the Council on Aging in an effort to meet the needs of the Town's elderly; all other related work as required.

### **Supervision Received**

Employee works under the general policy and strategic planning direction of the Council on Aging Board and under the administrative direction of the Board of Selectmen, provided, however, the Board of Selectmen may from time to time, by majority vote, authorize the Town Administrator to perform certain administrative and supervisory functions in its behalf and may from time to time modify or rescind such authority by like vote. The employee further works from municipal policies and objectives to establish short and long-range plans, performance standards, and assumes direct accountability for department results. The employee performs varied professional duties requiring considerable initiative, especially in the development of programs for senior citizens; exercises independent judgment in developing and implementing senior citizen programs, administers departmental finances, supervises employees, and responds to the problems of the elderly.

### **Supervision Exercised**

Employee is responsible for the supervision of one full-time employee, six part-time employees, as well as the many volunteers and grant-funded workers. Work is subject to variation, and is occasionally required to work beyond normal business hours including being contacted for emergencies and/or unusual situations. Employee has access to departmental confidential information for personnel records.

### **Job Environment**

Work is generally performed in typical office conditions, with frequent interruptions and requests for information; the work requires examining, analyzing, and evaluating facts and circumstances surrounding the service programming needs of seniors, and determining the appropriate program responses. Guidelines include a large body of policies, practices, and

service delivery techniques. The work consists of the practical application of a variety of principles and practices related to servicing the needs of senior citizens.

The position has constant contact with the public to continuously assist elderly persons. Other contacts include other town departments, state, and regional elderly service and health agencies to furnish individual and group assistance to elderly persons. Contact is made both orally and in writing.

Errors could result in hardship to the Town's elderly, loss of grant funding and lower standards of service to the community if position responsibilities are improperly administered.

### **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 and directs program services that reflect the social, educational, medical, financial and wellness needs of older adults; provides information, referral and outreach to the elderly population and their families;

Continually plans, develops, implements and evaluates programs and services including but not limited to: transportation, nutritional education and meal services, health care counseling and wellness initiatives, educational, cultural, social, intergenerational programs, community initiatives and information, referral and outreach services to Avon seniors and their advocates.

Initiates and receives frequent communications from seniors, their families, their advocates, healthcare providers, state/local officials and agencies, community organizations and advocacy groups regarding elder issues; oral and written situational analysis, problem identification and resolution is handled in a discrete and timely manner;

Serves as a public relations officer for the Council on Aging and prepares and publishes a regular newsletter on Council activities.

Researches and makes application for Federal, State and private grant funds; administers all grant funds and maintains accurate records for audit purposes.

In compliance with the Elder Abuse Law, G.L. 19A Section 14, serves as a mandated reporter for all incidents involving suspected senior sexual abuse, emotional abuse, neglect or financial exploitation; advocates for Avon elders at the local, state and federal level.

Maintains contact with the Executive Office of Elder Affairs; prepares reports and grant applications as needed for the receipt of state formula grants and other discretionary grants;

Recommends to the Board of Selectmen and the Town Administrator the hiring and firing of

department employees; oversees the recruitment, training and placement of all COA volunteers; oversees engagement of contractors and contracted services; supervises, directs, trains, reviews, disciplines and establishes work schedules and work assignments for all department employees consistent with Town by-laws, policies, procedures and applicable collective bargaining agreements.

Arranges for maintenance and special accommodations that must be made when COA vehicles are not functioning, where necessary; and schedules all van drivers and transportation staff.

Oversees all administrative functions; directs the daily operations of the COA office; develops offices procedures and documents; reviews, prepares and administers departmental budget; prepares capital acquisition requests; prepares an annual report; coordinates and participates in the upgrade and purchasing of office equipment; authorizes the purchase of supplies as needed.

Administers departmental web pages regarding COA information, functions and activities.

Attends meeting of the Council on Aging, the Board of Selectmen, as needed; and Town Department Head meetings regularly scheduled.

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

### **Recommended Minimum Qualifications**

#### **Education**

A candidate for this position should have a Bachelor's Degree of Science in Gerontology, Human Services or a related field of study.

#### **Experience**

Three (3) to five (5) years prior experience in a human service agency, with prior business administration experience preferred.

All Council on Aging employees and or volunteers must undergo a CORI check.

#### **Knowledge, Ability and Skill**

A candidate for this position should have:

Considerable knowledge of geriatrics and the aging process;

The availability of agencies to deal with these problems;

The ability to plan and organize extensive activity programs;

The ability to establish and maintain relationships and to communicate effectively orally and verbally; the ability to work sympathetically with elders;

The ability to prepare technical documents such as budgets and grant applications;

Knowledge of personal computers and Windows-based software programs to include Microsoft Office and Publisher; skill and ability to operate a variety of office equipment;

The ability to remain up to date on Medicare and insurance practices as these apply to seniors;

Strong interpersonal, organizational, management and budgetary skills;

The ability to deal with individuals who may be physically or mentally impaired;

Ability to perform all of the essential functions of the job as listed above; and

The ability to effectively manage a department and its programs.

### Physical Requirements

Employee works in a moderately noisy environment and is required to stand, and walk up to 1/3<sup>rd</sup> of the time; and sit up to 2/3<sup>rd</sup> of the time. The employee frequently lifts up to 30 lbs., and occasionally lifts up to 60 lbs. Frequently required to stand, bend, talk and listen.

*The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required. This job description does not constitute an employment agreement between the Town and employee, and is subject to change by the Town as the needs of the Town or requirements of the job change.*