

## **Council on Aging Coordinator**

### **Definition:**

Professional, administrative and supervisory work associated with providing outreach services and programming to enable the Town's elders to remain independent, active and involved in the community.

### **Distinguishing Characteristics:**

Works under the administrative direction of the Town Administrator within policies established by the Board of Selectmen and Council on Aging.

Performs responsibilities of a professional and administrative nature requiring the exercise of judgment in solving both commonly encountered and unusual problems/issues. Work activities often require further research and investigation prior to determining a course of action or making a decision.

Contacts are with staff in other departments, the general public, vendors, suppliers, agencies, religious and elder-service organizations, health care providers, Town officials, and State officials and requires the explanation, discussion and interpretation of issues. The position requires the employee to exercise courtesy, tact, diplomacy and empathy in dealing with a diverse population.

Provides guidance to volunteers who provide support services to the Town's elders.

Establishes department goals and prepares department budget in conjunction with the COA Treasurer for review/approval.

Errors of omission or commission could result in legal repercussions, monetary loss, loss of goodwill, and/or failure to meet deadlines.

Maintains department-related confidential information, as well as confidential information regarding population served.

Work is performed under favorable office conditions. Work requires attendance at Town meetings and work after Town offices are closed.

Negligible physical effort required in performing the duties under typical office conditions. Work is basically office-type but may require non-sedentary duties involving moderate physical efforts. May require site visits to the home-bound.

**Examples of Work:**

Provides support to the Council on Aging; posts meetings; plans meeting agendas; produces minutes and follows-through on decisions/actions.

Prepares statistical and written reports of the department's and COA's activities, program attendance including the annual report; files required reports with Executive Office of Elder Affairs.

Advises COA, Town Administrator and Board of Selectmen on legislative changes, developments and trends in gerontology and programs/services; researches and identifies services based on needs of the population; advocates for services and prepares proposals for funding and approval.

Oversees operations of senior van, including supervision of Van Dispatcher and drivers.

Works with COA on researching demographics, population needs to support the preparation and development of ongoing planning of COA's services.

Researches grant opportunities; prepares grant applications; administers grant funding received.

Recruits, trains, and schedules volunteers; coordinates the Senior Work-Off Program.

Develops and builds relationships with state and local officials, community leaders, charitable foundations, "Friends of Seniors" and other citizens groups serving and supporting elders; maintains listings of resources (service providers, in-kind, informal, public, private, non-profit, civic, religious, fraternal, educational).

Provides direct services (e.g., needs assessment), including information & referral, counseling (e.g., professional guidance) and other support/assistance. Requires counseling elders on their eligibility for services; assists elders in applying for services.

Arranges for speakers and instructors for educational and public interest sessions; speaks to groups/organizations regarding COA functions and activities; prepares and leads educational and public interest sessions for elders; prepares contracts and negotiates speaker/instructor fees, as required.

Maintains up-to-date "intake" files, including basic demographic, and service need information; maintains databases including "File for Life".

Prepares and promotes services and activities by preparing monthly schedule of activities, preparing and distributing newsletters and press releases.

Conducts office administration responsibilities to include answering correspondence and telephone calls; manages accounts receivable and payable for the department; coordinates enrollment in activities/programs; inventories supplies and makes purchases.

Performs other position related duties as assigned.

## **RECOMMENDED MINIMUM QUALIFICATIONS:**

### ***I – Education and Experience***

College degree. Minimum of three years of responsible work in a community organization, social work, gerontology, human relations, recreation or related field. Master's degree preferred; or any equivalent combination of education and experience.

### ***II – Knowledge, Ability and Skills***

#### **Knowledge:**

Should have a working familiarity with state and local laws, practices and regulations regarding human service (elder) programs. Knowledgeable regarding elder needs and referral resources.

#### **Ability:**

Ability to respect/preserve confidentiality. Contacts require patience, understanding, and courtesy. Must present information clearly and in an understandable manner. Good written and oral communication skills, counseling skills, management/leadership ability, and the ability to exercise independent judgement and empathize with elders. Ability to establish and maintain effective working relationships with co-workers, town officials, financial supporters, and diverse general public. Ability to maintain accurate records.

#### **Skills:**

Proficiency in the use of general office equipment, computer applications, including knowledge of newsletter formatting, databases, and word processing, Organizational and office management skills, as well as planning skills.

### ***III - Special Requirements***

Massachusetts Class D Drivers License. Monthly evening meeting attendance.

### ***IV - Physical Requirements***

The physical demands listed are representative of those that must be met by the employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions of the job. Work is generally performed under typical office conditions. Position requires the ability to operate a keyboard and standard office equipment at efficient speed. Ability to operate a computer and view screen for extended periods of time. The employee is frequently required to use hands to finger, handle, or feel objects, tools, or controls, and reach with hands and arms. The employee is frequently required to sit, talk and hear. Specific vision requirements include close vision, distance vision, and the ability to adjust

focus. Occasionally carries and/or lifts items, weighing no more than 25 pounds.  
Requires access to other town departments and to senior homes and/or site visitations.

*The duties listed above are intended 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. This position description does not constitute an employment agreement between the Town and the employee and is subject to change by the Town as the needs of the Town and requirements of the job change.*

Position description received by: \_\_\_\_\_ Date: \_\_\_\_\_