



TOWN OF BOXBOROUGH NOTICE OF PUBLIC MEETING

BOARD/COMMITTEE: Boxborough Council on Aging

MEETING DATE: September 10, 2020

TIME: 3 pm

PLACE: Virtual Meeting via Zoom.

<https://us02web.zoom.us/j/85289310992?pwd=eUZnNHFMMeGRJdUcyL0NxMXIvM2dQ>

UT09 Meeting ID: 852 8931 0992

Passcode: 285489 One tap mobile

+13126266799,,85289310992# US (Chicago)

Dial by your location +1 312 626 6799 US (Chicago)

+1 929 205 6099 US (New York)

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Meeting ID: 852 8931 0992

Find your local number: <https://us02web.zoom.us/u/kbE8Qhh57s>

SUBJECTS TO BE DISCUSSED (AGENDA):

1. Approve August 20 Special Meeting and August 27 Meeting minutes
2. Buzz work plan update
3. Elder Affairs Officer report
4. Programming/services update
 - Report from grant liaison – Anne Canfield
 - Report on activities proposed by UCC/Rev. Worthington-Berry – Bill Litant
5. FCOA report
6. Report on September 8 Select Board Meeting/COA/CS positions and review of COA Coordinator job description
7. Other business
8. Date of next meeting
9. Adjourn

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: _____

Community Services Coordinator

Definition

Professional and administrative work associated with facilitating access to social services for all age groups within the Boxborough community by providing residents with information, guidance and referrals. Work includes assessing individual needs and referring clients to the appropriate resources for assistance; preparing reports and correspondence; responding to inquiries, requests, and complaints; maintaining and updating files and records; providing follow up as needed; and performing a variety of related administrative and support responsibilities.

Distinguishing Characteristics

Employee works under the general direction of the Board of Health and under the administrative direction of the Town Administrator within policies established by the Board of Selectmen and Board of Health. Employee plans and prioritizes work independently, in accordance with standard practices and previous training. Employee is expected to solve most problems or unusual situations by adapting methods or interpreting guidelines accordingly. Instructions for new assignments or special projects usually consist of statements of desired objectives, deadlines and priorities. Technical and policy problems or changes in procedures are discussed with supervisor. Employee may be required to work beyond normal business hours as needed to complete required duties. Employee has access to confidential personal information of clients. The position requires the employee to exercise courtesy, tact, diplomacy and empathy in dealing with a diverse population.

Job Environment

The work requires examining, analyzing and evaluating 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 complex or conflicting at times. Employee uses judgment to analyze specific situations and determine appropriate actions. Employee is expected to weigh efficiency and relative priorities in conjunction with procedural concerns in decision making. Assignments typically concern such matters as studying trends in the field for application to the work; assessing situations and recommending appropriate resources.

Errors can result in a delay or loss of service.

The position has constant contact with the public, performs case management duties including conducting assessments, making referrals, and providing follow up. Other contacts are with other town departments, and state and local agencies for the purpose of maintaining a network of resources and referrals, answering inquiries and complaints, giving or receiving information, and/or explain policies and procedures. Contacts occur in person, in writing and on the telephone.

Position Functions

The essential functions or duties listed below are intended only as illustration 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 work is similar, related, or a logical assignment to the position.

Essential Functions

1. Makes assessments of residents; identifies individuals/families in need of services; receives information and referrals from outside agencies regarding potential clients and provides follow up as appropriate.
2. Provides outreach, advocacy, and referral services to all diverse segments of the Boxborough population.
3. Conducts casework interviews with clients, family members, service providers, employers and others to obtain information for formulating program/service eligibility and case status
4. Identifies psychosocial, economic and physical needs of clients; assesses and reassesses client's support systems, available community resources and other factors to plan, develop, and implement an appropriate service plan.
5. Develops and implements a case plan that presents intervention strategies to meet client needs including alternative placement, job training, socialization, nursing services, legal and medical intervention and financial assistance according to State and federal regulatory guidelines and budget limitations.
6. Provides ongoing case management services by conducting home visits, monitoring delivery of services and quality of care, and reassessing client needs including ongoing eligibility for services; tracks client progress and well-being, evaluates case plan effectiveness, and effectively manages resources; prevents conflicting case plans and duplication of services.
7. Refers clients to appropriate community medical, emotional, economic and social support organizations; advocates for or assists the client in obtaining such services.
8. Provides basic intervention as required; provides crisis intervention to include responding to emergency calls; reports instances of neglect or abuse to the appropriate authorities; utilizes appropriate controls for individuals who may be aggressive, combative or hostile by following established protocols and policies.
9. Prepares complete and accurate case notes; writes correspondence, reports and other written materials; may prepare statistical reports and summaries; inputs data. Maintains current, accurate, and confidential records on all clients.
10. Explains agency and program rules, regulations and procedures; assists clients in completing required forms and in gathering necessary documentation.

11. Confers with other town of Boxborough service providers including the Council on Aging, Veterans Agent, School, EMT, Fire and Police Departments, regarding cases and scheduling and to coordinate activities.
12. Contributes to the efficiency and effectiveness of the unit's service to its customers by offering suggestions and directing or participating as an active member of a work team.
13. Develops an information and referral network with various agencies, corresponds with representatives to obtain information and assistance or to refer clients for services.
14. Schedules appointments for home or office visits to assess the client's need for various services.
15. Arranges for the transportation of clients to appointments with various agencies and acts as an advocate for the client.
16. Coordinates clients with the completion of forms and applications in order to receive supplemental services or other benefits.
17. Provides follow up services to ensure that the client's needs are being met, ensuring for the adequacy of assistance.
18. Attends seminars and conferences related to services to remain abreast of current information in the field.
19. Performs other duties inherent to the position of Community Services Coordinator.

Recommended Minimum Qualifications

Physical and Mental Requirements

The employee works in a moderately noisy office setting, and conducts home visits as needed. Employee is exposed to outdoor weather conditions and unsanitary living conditions at times. Employee is required to sit, talk or listen/hear, use hands, and reach with hands and arms, stand, walk, climb, balance, and taste or smell some of the time. The employee seldom lifts up to 10 pounds. The position has normal vision requirements. Equipment operated includes automobile, medical equipment, office machines, and computers.

Education and Experience

Training equivalent to a Master's Degree in Social Work or a closely related field and three years of case work experience in a social service agency, health care facility or an equivalent combination of education and experience.

Special Requirements

A valid Massachusetts driver's license or equivalent. Social worker, or provisional license issued by the State Board of Examiners for Social Workers.

Knowledge, Skills and Abilities

Must have knowledge of:

- Principles and practices of social work and case management techniques used in the assigned program arena.
- De-escalation and crisis intervention techniques.
- Techniques for dealing with a variety of individuals from various socio-economic, ethnic and cultural backgrounds, in person and over the telephone.
- Contract administration and compliance.
- Current information pertaining to the symptoms, control, treatment, and effects of substance abuse, mental illness and family dynamics in families dealing with chronic illness.
- Public and private social services providers within the community and community resources and programs available to clients with identified needs.
- Collaborative case planning.
- Computer applications related to the work including proficiency in Microsoft Word and Excel, and use of basic Access applications.
- Record keeping principles and practices; correct business English, including spelling, grammar and punctuation.
- Programs and eligibility requirements for the Social Security Administration, Veterans Administration, State Medicaid, County Social Service and Food Stamps, and other relevant programs.
- Federal, state and local laws, regulations, policies, programs and department operations.

Skill in:

- Effective communication both orally and in writing, including advanced interviewing skills.
- Listening, observing, and assessing a situation.
- Psychosocial assessment skills.
- Organizing and prioritizing work and scheduling clients.

And the ability to:

- Analyze, interpret, apply and explain applicable complex laws, codes, regulations and procedures.
- Assess cases appropriately and utilize the most appropriate community resources to provide effective client services.
- Prepare clear and concise reports, correspondence and other written materials.
- Operate a computer and software applicable to the position, including word processing and spread sheet applications in an accurate manner.
- Use initiative and independent judgment within established procedural guidelines; organize own work, set priorities and meet critical deadlines.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Communicate exceptionally well orally, in writing and over the telephone.

- Establish and maintain harmonious working relationships with others; work effectively with all age groups.
- Organize care-giving support groups.

The duties listed above 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. 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: _____

Council on Aging and Community Services Director

Position Purpose:

Employee provides professional and supervisory work associated with outreach services, programming, and personal counselling for the Council on Aging (COA) and for all other age groups needing social services in Boxborough. Through the COA, the Coordinator helps the Town's elders remain independent, active, and involved in the community. The Coordinator also facilitates access to social services for all other age groups within the Boxborough community by providing residents with information, guidance and referrals. Work includes assessing individual needs and referring clients of all ages to the appropriate resources for assistance; preparing reports and correspondence; responding to inquiries, requests, and complaints; maintaining and updating files and records; providing follow-up as needed; and taking responsibility for a variety of related administrative and support functions.

Supervision Received and Given

Works under the administrative direction of the Town Administrator within policies established by the Select Board and the COA.

Maintains contacts with staff in other Town departments, and with appropriate Town Committees and Boards. Also maintains contacts with the general public, vendors, suppliers, agencies, religious support groups, elder-service organizations, veterans services, health care providers, and Federal, State, and Town officials. These contacts call upon the Coordinator to explain, discuss, and interpret cases and issues.

Guides and advises volunteers who provide support services to Town residents.

Establishes department goals and prepares the department budget for review and approval by the appropriate Town administrators and the COA.

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

Distinguishing Characteristics:

Performs responsibilities of a professional and administrative nature requiring the exercise of judgment in solving both common and unusual problems and issues. Work activities often require further research and investigation in order to make a decision or determine a course of action.

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

Maintains department-related, confidential information as well as confidential information regarding individuals and families the department serves.

The work requires examining, analyzing, and evaluating facts and circumstances surrounding individual problems, situations, or transactions; the work then requires the determination of appropriate 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 complex or conflicting at times. The Coordinator must use appropriate guidelines and good judgment to analyze specific situations and determine appropriate actions. When making decisions, the Coordinator is expected to weigh efficiency and relative priorities in conjunction with procedural concerns. The Coordinator needs to study and remain familiar with current community service trends and governmental and non-profit resources the Coordinator might recommend to those needing help.

Position Functions:

The essential functions or duties listed below are intended only as illustration 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 work is similar, related, or a logical assignment to the position.

Essential Functions

Provides support to the COA by posting meetings, planning meeting agendas, producing minutes, and following through on decisions and actions.

Identifies the psychosocial, economic, and physical needs of clients of all ages; assesses and reassesses the availability and effectiveness of client support systems, community resources, and other factors in order to develop and implement an appropriate service plan for each client.

Follows State and Federal regulatory guidelines and budget limitations in developing and implementing a case plan for intervention strategies to meet a client's needs, including alternative placement, job training, socialization, nursing services, legal and medical intervention, and financial assistance.

Refers clients to appropriate medical, emotional, economic, and social support organizations; advocates for or assists clients in obtaining such services

Conducts casework interviews with clients, family members, service providers, employers, and others to obtain information for formulating program and service eligibility and to advise those seeking help. Provides follow-up regarding the progress of cases.

Explains agency and program rules, regulations and procedures; assists clients in gathering necessary documentation and in completing the required forms and applications clients need in order to receive supplemental services or other benefits.

Prepares statistical and written reports about COA and Community Service activities and program attendance. Prepares the department's annual report.

Files required reports with the Executive Office of Elder Affairs.

Advises the COA, Town Administrator, and Select Board on legislative changes, developments, and trends in gerontology and programs and services related to both the elderly and other segments of the population; researches and identifies services which will serve the needs of the population; advocates for services and prepares proposals for funding and Town approval.

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

Researches grant opportunities; prepares grant applications; administers the use of grants received.

Recruits, trains, and schedules COA and other social service volunteers; coordinates the Senior Work-Off Program. Develops and builds relationships with State and local officials, community leaders, charitable foundations, "Friends of Boxborough COA," and other citizens groups serving and supporting elders and other Town residents.

Maintains a list of resources such as service providers and in-kind assistance as well as help available from informal, public, private, non-profit, civic, religious, fraternal, and educational organizations.

Provides ongoing case management services by conducting home visits, monitoring delivery of services and quality of care, and reassessing client needs, including ongoing eligibility for services. Tracks client progress and well-being and evaluates the effectiveness of case plans. Manages resources to prevent conflicting case plans and duplication of services.

Arranges for speakers and instructors for educational and public interest sessions; speaks to groups and organizations regarding COA and Community Service functions and activities. Prepares and leads educational and public interest sessions for elders, families, children, and other groups. Prepares contracts and negotiates speaker and instructor fees, as required.

Provides basic intervention as required; provides crisis intervention, including responses to emergency calls. Reports instances of neglect or abuse to the appropriate authorities; utilizes appropriate controls for individuals who may be aggressive, combative, or hostile by following established protocols and policies.

Prepares complete and accurate case notes; writes correspondence, reports and other written materials; compiles statistical reports and summaries as needed; inputs data. Maintains current, accurate, and confidential records on all clients.

Initiates and promotes COA services and activities for seniors by preparing a monthly schedule of activities and by preparing and distributing newsletters and press releases.

Initiates programs and meetings appropriate to the Social Services needs of the general population of the Town.

Organizes and leads care-giving support groups.

Contributes to the efficiency and effectiveness of Community Services for townspeople by offering suggestions and directing or participating as an active member of a work team.

Confers with other Boxborough service providers (including the COA, Veterans Agent, Schools, EMT, Fire Department, and Police Department) regarding cases and the coordination and scheduling of community service activities.

Develops an information and referral network with various agencies; corresponds with representatives to obtain information and assistance or to refer clients for services.

Schedules appointments for home or office visits to assess a client's need for various services.

Arranges for the transportation of clients to appointments with various agencies and acts as an advocate for the client.

Attends seminars and conferences related to services, to remain abreast of current information in the field.

Conducts office administration responsibilities, including the answering of correspondence and telephone calls; manages accounts receivable and payable for COA and community services; coordinates enrollment in activities and programs; keeps inventory of supplies and makes purchases.

Performs other position-related duties as assigned.

II – Knowledge, Ability and Skills

Knowledge:

Has a working familiarity with Federal, State, and local laws, practices, and regulations regarding human service and elder programs. Has knowledge of community service and elder needs; had a knowledge of the referral resources available to meet those needs.

Knows the programs and eligibility requirements of the Social Security Administration, Veterans Administration, State Medicaid, County Social Service, Food Stamps, and other relevant programs.

Has a command of current information pertaining to the symptoms, control, treatment, and effects of substance abuse, mental illness, chronic illness, and associated family dynamics and dysfunctions.

Has a thorough familiarity with public and private social services providers available to clients within the community. Must also have knowledge of community resources and programs available to clients with specific or special needs.

Understands principles, practices, and techniques of social work and case management techniques appropriate to the needs of the Town. Also understands collaborative case planning.

Has a command of de-escalation and crisis intervention techniques.

Knows techniques for dealing in person, through email, and by telephone with a variety of individuals from various socio-economic, ethnic, and cultural backgrounds.

Understands contract administration and compliance.

Knows how to follow record-keeping principles and practices.

Has a command of psychosocial assessment skills.

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

RECOMMENDED MINIMUM QUALIFICATIONS:

Education and Experience

Training equivalent to a master’s degree in Social Work or a closely related field, and three years of case work experience in a social service agency, health care facility, or an equivalent combination of education and experience.

Special Requirements

A valid Massachusetts driver’s license or equivalent. A current (or provisional) Social Worker license issued by the State Board of Examiners for Social Workers.

Physical Requirements

The Coordinator works in a moderately noisy office setting and conducts home visits as needed. At times, the Coordinator is exposed to outdoor weather conditions and unsanitary living conditions. The Coordinator must be able to sit, talk, listen, use hands, and reach with hands and arms. The Coordinator must be able to stand, walk, climb, balance, and sometimes to taste or smell. The Coordinator occasionally carries and lifts items weighing no more than 25 pounds. The position has normal vision requirements. The Coordinator must be able to operate equipment, including an automobile, medical equipment, office machines, and computers.

The physical demands listed are representative of those that must be met by the employee to successfully perform the essential function of the job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions of the job.

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.

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