

Town of Boxborough, MA

POSITION: Council on Aging Coordinator

**DEPARTMENT: Council on Aging/
Human Services**

FLSA STATUS: Exempt

REPORTS TO: Human Services Director

GENERAL SUMMARY:

The purpose of this position is to provide professional, administrative and supervisory work associated with providing outreach services and programming to enable the Town's elder population to remain independent, active and involved in the community. Work at this level requires a working knowledge of departmental operations, local and state laws.

SUPERVISION SCOPE

Works autonomously under the direction of the Human Services Director within the policies established by the Select Board and guidelines established by the Council on Aging (COA).

SUPERVISION RECEIVED

Works under the general direction of the Human Services Director. Manages own workload. Work activities require independent action and judgement as the department head may not be available to address issues

SUPERVISION EXERCISED

Provides direction and guidance to the department assistant and volunteers who provide support to the elder population.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Provides direct services (e.g., needs assessment), including information and referral, counseling (e.g., professional guidance) and other support/assistance. Requires counseling elders on their eligibility for services; assists elders in applying for services.
- 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 planning.
- 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 older residents; prepares contracts and negotiates speaker/instructor fees, as required.
- 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.
- Works collaboratively with the Community Services Coordinator and the Human Services Team on social services issues for seniors.

- Prepares statistical and written reports of the department's and COA's activities, program attendance including the annual report; files required reports with the Massachusetts Executive Office of Elder Affairs.
- Advises COA, Town Administrator and Select Board 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 the Montachusett Regional Transit Authority (MART) 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 professional support to the Council on Aging; such preparation for meetings, and follows-through on decisions/actions.
- The position requires the employee to exercise courtesy, tact, diplomacy and empathy in dealing with a diverse population.
- Establishes department goals and prepares department fiscal year budget in conjunction with the Finance Team for review/approval.
- Maintains department-related confidential information, as well as confidential information regarding population served.
- Performs other work as required or assigned.

OTHER DUTIES AND RESPONSIBILITIES

The duties listed above are intended only as examples 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.

REQUIRED MINIMUM QUALIFICATIONS

Education and Experience

A bachelor's degree in closely human services related field. Minimum of three years of responsible work in a community organization, social work, gerontology, human relations, recreation or related field. Master's degree preferred, but not required; or any equivalent combination of education and experience.

DESIRED KNOWLEDGE, SKILLS, AND ABILITIES

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 older residents. Ability to establish and maintain effective working relationships with co-workers, town officials, financial supporters, and diverse general public. Ability to maintain accurate records. Errors of omission or commission could result in legal repercussions, monetary loss, loss of goodwill, and/or failure to meet deadlines.

Ability to operate a computer and standard office equipment at efficient speed. Ability to use a computer and view screen for extended periods of time.

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

TOOLS AND EQUIPMENT USED

Microsoft Office Suite/Google Workspace, social media applications, online scheduling software, and other computer software as needed to perform the tasks above.

PHYSICAL REQUIREMENTS

The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Position requires the ability to operate a keyboard and standard office equipment at efficient speed. The employee is frequently required to use hands to handle or feel objects, tools, and 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.

The employee is frequently required to sit, talk and hear. 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.

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WORK ENVIRONMENT

Work is performed under typical office conditions. May occasionally conduct home visits either at the request of the Police or Fire departments or because of other circumstances. May also facilitate discussions or present information at other locations in and around Boxborough.

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this position.

This job description does not constitute an employment agreement or contract between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Recommended: **October 6, 2020**

Revised: **January 8, 2024**

Approved (Name): **Personnel Board**

Approved (Date): **February 13, 2024**