

TOWN OF WAYLAND POSITION DESCRIPTION

Title:	Council on Aging Director
Department:	Council on Aging
Appointing Authority:	Town Administrator
Affiliation:	AFSCME
Grade:	G-7B
Personnel Board Approved:	5/15/02
Personnel Board Revised:	5/04/15

Summary of Duties

Professional, administrative and supervisory work in developing and implementing the programs and services of the Wayland Council on Aging (COA) and Senior Center in an effort to meet the social and wellness needs of the Town's older adults while providing information and referral services to non-senior residents who are confronting the challenges of an aging family member; all other related work as required.

Supervision Received

Works under the general policy and strategic planning direction of the Council on Aging Board and the administrative direction of the Town Administrator.

Supervision Exercised

Supervises 1 full-time and 1 part-time employee; supervises volunteers and grant funded positions.

Job Environment

Work is generally performed in typical office conditions, with frequent interruptions and requests for information; oversees programs scheduled in multiple venues to include several off-site locations; evening work is required as needed.

Operates computer and standard office machines.

Makes frequent contacts requiring perceptiveness, persuasion and discretion with participants, health care providers, state and local officials and agencies, community leaders and citizen groups serving the elderly, and Town officials and departments. Contact is made orally and in writing.

Has access to department-oriented confidential information to include some Town residents' financial information, pending litigation and personnel information.

Errors could result in hardship to the Town's elderly, loss of grant funds and lower standards of service to the community.

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 and transport vouchers, nutrition education and meal service, health care counseling and wellness initiatives, educational, cultural, social, intergenerational programs, community initiatives and information, referral and outreach services to Wayland seniors and their advocates.

Administers the tax work-off program to include the lottery application process, placement in an appropriate department, troubleshooting program problems, monitoring the program and processing checks.

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 situation analysis, problem identification and resolution is handled in a discrete, timely manner.

Serves as public relations officer for the Council on Aging and prepares and publishes a monthly newsletter on Council activities; represents COA and activities to the public and press.

Prepares agenda and all necessary support data for COA members and meetings.

Researches and makes applications for federal, State and private grant funds; administers all grant funds and maintains accurate records for purposes of audit.

Maintains contact and keeps abreast of all the latest developments regarding senior citizens through memberships and participation in professional organizations; serves as advocate for elderly at local, State and federal levels.

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 when available.

In compliance with the Elder Abuse Law in MA, serves as a mandated reporter for all incidents involving **suspected** senior sexual abuse, emotional abuse, neglect or financial exploitation; advocates for Wayland elders at the local, State and Federal level.

Maintains professional affiliations (Ma COA, National COA, etc) to provide ongoing awareness of elder issues and concerns.

Is responsible for administering all applicable state laws and statutes, Town by-laws, codes and programs; may draft policies, applications and standards for Board review; confers with Town Counsel as necessary.

Represents the COA at meetings; acts as daily contact person for COA; prepares Board correspondence on relevant matters; drafts regulations, warrant articles and policies for COA.

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

Oversees all administrative functions; directs the daily operations of the COA office and computer lab; develops office procedures and documents; reviews, prepares and administers departmental budget; prepares capital acquisition requests; prepares annual report; coordinates and participates in the upgrades and purchasing of office equipment, computer hardware and computer software for the department; authorizes the purchase of supplies as needed.

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

Is responsible for maintaining and improving upon the efficiency and effectiveness of all areas under his/her control.

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

Recommended Minimum Qualifications

Education:

Bachelor's Degree in gerontology, human services or a related field of endeavor.

Experience:

Over 3 years administrative experience in providing elder services and programs.

Substitutions:

An additional 4 years of related experience may be substituted for the degree requirement.

Licenses/Certificates:

None

Knowledge, Abilities and Skills:

Knowledge of elder service providers' network.

Knowledge of the federal and State services and local resources available to the elderly.

Knowledge of federal and State regulations pertaining to programs for the elderly.

Knowledge of counseling principals and crisis intervention.

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

Ability to relate well to the elderly and volunteers.

Ability to interact with people of all ages.

Ability to communicate effectively both orally and in writing.

Ability to be flexible in the administration of programs.

Ability to maintain detailed, complete and accurate records.

Excellent communication skills, to include public speaking; ability to communicate effectively, both orally and in writing.

Ability to organize projects, accomplish tasks and meet deadlines.

Ability to interact tactfully and effectively with Town employees, supervisors, officials and the general public.

Ability to maintain the confidentiality of information.

Ability to coordinate office activities.

Ability to supervise, motivate and direct staff.

Skill in marketing senior-oriented programs.

Excellent public relations skills.

Excellent customer service skills.

Experience and skill in maintaining complete and accurate records.

Strong interpersonal, organizational, management and budgetary skills.

Physical Requirements

Frequently sets-up and breaks down room arrangement; transports food and, serving equipment; lifts boxes into storage; unload supplies, frequently lifts and carries up to 30 lbs. Frequently required to sit, stand, walk, bend, talk, and listen.

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