



Town of Pepperell

Council on Aging Director Job Description

Job Title: COA, Director **Department:** Council on Aging
Supervisor: Town Administrator **Salary:** Grade 9
Hours Worked: Full-Time (40hrs/week) **FLSA Status:** Exempt

Council on Aging Director

Position Purpose:

The purpose of the position is to perform professional, administrative and supervisory work in developing and implementing the programs and services of the Pepperell Council on Aging (COA) to meet the needs of and enhance the quality of life of the Town's elderly population; all other related work as required. The Council on Aging Director is responsible for maintaining and improving upon the efficiency and effectiveness of all areas under their discretion and control.

Supervision:

Supervision Scope: Exercises considerable initiative, creativity, and independent judgment in the planning, administration and execution of the Senior Center's programs and services. In the direction of personnel, this employee is required to work independently in formulating decisions regarding policies, procedures, operations and plans for the Council on Aging.

Supervision Received: Reporting to the Town Administrator, works under the policy and direction of the Council on Aging. The Director functions independently referring specific problems to supervisor only where clarification or interpretation of Town/Council policy or procedure is required. This position is subject to review and evaluation according to the Town's personnel plan.

Supervision Given: Supervises Council on Aging staff and volunteers, developing job direction, assigning tasks and instructions, setting goals, and monitoring personnel performance evaluation.

Job Environment:

Work is performed under typical office conditions; work environment is moderately noisy. Work may also be performed off site at the homes of the Town's elderly.

Operates automobile, computer, calculator, telephone, copier, facsimile machine, other standard office equipment and various kitchen equipment.

Makes frequent contacts with the Town's elderly residents, the general public, other Town departments and officials, local schools, regional, state and local agencies. Contacts require persuasiveness and resourcefulness to influence the behavior of others, as well as a high level of tact, understanding and patience when interacting with the elderly.

Has access to department-related confidential and/or sensitive information about clients including financial and medical records, the disclosure of which would cause significant breach of trust and seriously damage the reputation of the department.

Errors in judgment could result in hardship to the Town's elderly population, lower standards of service to the community, and negative public relations for both the department as well as the Town.

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.)

Provides information and referral services for Pepperell residents regarding the Council on Aging and the services available to the elderly. Prepares bulletins, newsletters, press releases and public service announcements to inform the elderly and general public of COA programs and services.

Develops, coordinates, and supervises the social, recreational, wellness and educational services and programs for the elderly provided by the Council on Aging. Administers the department's policies and procedures as determined by the COA.

Administers income-eligible programs for residents of all ages, such as low-income Home Energy Assistance and Senior Work Off Program, etc.

Provides advocacy and needs assessment for the elderly residents of the Town; makes home visits and referrals as appropriate.

Recruits, interviews and selects staff. Provides direct supervision for all nine paid Council on Aging employees. Develops tools to evaluate staff performance, maintains personal employee files and administers performance evaluations. Develops work schedules and handles all personnel management functions.

Provides coverage for employees both during their planned time off as well as for unexpected time off such as illness.

Recruits volunteers.

Keeps track of employee required trainings and certifications ensuring all employees are up-to-date on relevant trainings including but not limited to Food handling certificates, CPR, transportation program trainings, LGBTQ trainings, and Conflict of Interest Ethics Certificates.

Attends and participates in monthly meetings of the COA, making recommendations regarding programs, policies, funding, staff and use of the building. Keeps the COA informed of budget and subsidiary account balances, program needs and issues with the Senior Center building and grounds. Prepares agenda with COA Chair.

Oversees transportation service in conjunction with the Lowell Regional Transit Authority.
Oversees Nutrition/Meals program in conjunction with Elder Nutrition Program.

Supervises and oversees the care, maintenance, use and rental of the interior and exterior of the physical facility as well as grounds. Staffs or provides staff coverage for the COA office. Makes recommendations to the Town Administrator for major repairs required and changes.

Prepares and submits applications for federal, state and charitable grant programs. Follows through in pursuing additional monies to support current programs or expand into new areas.

Maintains current knowledge of all applicable laws, rules and regulations relating to the elderly and low-income residents.

Develops departmental budget and assumes fiscal responsibility for departmental activities including building and grounds, equipment and manpower utilization. Oversees the preparation of payroll and bill warrants.

Manages and supervises the congregate meal lunch program, including overseeing kitchen staff, volunteers, menu planning, food ordering, food handling and preparation, and kitchen equipment maintenance.

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

Recommended Minimum Qualifications:

Education, Training and Experience:

Bachelor's degree in human services, social work, gerontology, or related field; four-six years of experience working with the elderly; some supervisory experience; or any equivalent combination of education and experience.

Food Manager Certificate required within 90 days of hire.

CORI cleared upon hire, CPR and Defibrillator certified within 90 days of hire.

Special Requirements:

A valid motor vehicle operator's license required.

Knowledge, Ability and Skill:

Knowledge: Considerable knowledge of the process of aging and of appropriate social activities and resources available to the elderly. Knowledge of grant writing techniques, federal and state regulations pertaining to the elderly and general knowledge of counseling to the elderly.

Ability: Ability to use initiative, persuasion, tact and judgment in dealing with the Town, state and federal officials, the elderly, service providers and the general public. Ability to prepare and manage budgets and departmental finances, train and supervise employees and volunteers effectively. Ability to communicate clearly and concisely both orally and in writing. Ability to interact with elders in an empathetic and sensitive manner. Operate standard office and kitchen equipment. Develop innovative cost-effective programs to meet community needs.

Skills: Skill in all of the above listed tools and equipment. Superior persuasiveness, resourcefulness and discretionary skills.

Physical Requirements:

The physical demands here 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. Employee is frequently required to walk, stand, sit, talk, and hear; uses hands to finger, handle, feel or operate objects, tools, or controls, and reach with hands and arms as in physically picking up files, papers and other common office objects. Employee must occasionally lift and/or move objects weighing up to 30 pounds such as files, books, supplies, etc. Employee must possess the ability to operate a keyboard at a moderate speed. Vision and hearing at or correctable to normal range.

(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.)

Equal Employment Opportunity (EEO) Employer

The Town of Pepperell provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, sexual orientation, gender identity or expression, national origin, age, disability or genetics. In addition to federal law requirements, the Town complies with applicable state and local laws governing nondiscrimination in employment. This policy applies to all terms and conditions of

employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

The Town of Pepperell expressly prohibits any form of workplace harassment based on race, color, religion, gender, sex, sexual orientation, gender identity or expression, national origin, age, genetic information, disability, or veteran status. Improper interference with the ability of Pepperell's employees to perform their job duties may result in discipline up to and including discharge