

TOWN OF NORTHBOROUGH
JOB DESCRIPTION

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| JOB TITLE: | Senior Center Director | DATE: | March 2005 |
| DEPARTMENT: | Senior Center | GRADE: | F |
| REPORTS TO: | Town Administrator | | |

SUMMARY

Responsible for the management of the Senior Center/Council on Aging operations to include: the development and implementation of programs and services for Northborough's mature citizens as well as advocating on behalf of seniors with other agencies, health care providers, and citizen groups.

ESSENTIAL FUNCTIONS

Administer, direct and coordinate activities of the Northborough Council on Aging and Senior Center. Develop plans, policies, and procedures for the establishment and maintenance of senior services.

Develop, manage, and monitor annual operating budget and capital improvement plan.

Prepare agenda for Council on Aging meetings; staff meetings; provide reports; monitor performance of services/programs; make recommendations for new or modified services/programs; advise Council on Aging regarding legislative and government issues, as well as new findings and trends in gerontology and program/service needs.

Develop and build relationships with state and local officials, community leaders, and citizens groups serving senior citizens, health care providers, and senior citizens. Facilitate response to the needs of senior citizens such as State Home Care, Community Planning Agencies, and Nutrition Services.

Coordinate the purchase of materials required to operate the Senior Center and the Council on Aging.

Research grant opportunities; prepare grant applications; administer grant funding received.

Supervise the operation of the transportation system for seniors and the Meals on Wheels program.

Explore additional sources of funding, as well as assistance from health and human service agencies in sponsoring programs and events for seniors.

Act as a representative and liaison of the Town of Northborough and Council on Aging working with the Area Agency on Aging, Worcester Regional Transit Authority, Whittier Rehabilitation Hospital, MA Council on Aging, MA Executive Office of Elder Affairs, and MA Senior Action Council.

Oversee the maintenance of the Senior Center facility, and equipment including HVAC systems and compliance with building and fire codes.

Oversee Senior Work Program.

Interpret anticipated demographic changes as they relate to future senior service needs (based upon data), develop strategic plans in order to prepare for these needs.

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MANAGEMENT RESPONSIBILITIES

Supervise less than 10 employees in the following position titles: Outreach Coordinator, and Office Assistant. Supervisory activities include responsibility for performance management, hiring, conducting employee orientation, scheduling work hours/granting time off, providing training and development, assigning/reviewing work, rewarding/disciplining employees, and managing employee compensation. Coordinate the work of volunteers.

SECONDARY RESPONSIBILITIES

- Provide direct counseling to mature citizens and their families.
- Participate as Northborough's Council on Aging representative at professional meetings, conferences, and seminars concerned with elder affairs.

Performs other position-related duties, as assigned.

QUALIFICATIONS

Minimum Training and Experience

Requires a minimum of a Master's degree in gerontology or social service and 5 years of related experience, 2 of which have been in a supervisory capacity; or any equivalent combination of education and experience. Experience in a municipal environment is preferred.

The employee is required to operate a Class D motorized vehicle.

Minimum Knowledge, Skills and Abilities

Requires broad knowledge of federal, and state services available to the elderly. Requires the ability to use initiative, persuasion, tact and judgment in advocating for the Town's seniors with state and federal officials, and other agencies.

Effective customer service and communication skills are required to address wide-ranging public audience.

Work with seniors and families require courtesy, tact, diplomacy and the confidential handling of a variety of issues.

Requires the ability to build a positive team environment, manage and motivate staff. Familiarity with personnel practices.

Requires knowledge of municipal finances in order to prepare and manage budgets.

Requires excellent planning, time management and organizational skills.

Requires computer skills for word processing, spreadsheets, and presentations.

Knowledge Proficiency

In order to be considered proficient in the position, the employee must also demonstrate:

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- solid understanding of Town by-laws and Massachusetts General Laws as they pertain to human services and elder welfare,
- proficiency in the department's specific software applications and databases,
- working knowledge of local services, community groups and networks that can provide assistance for seniors,
- basic understanding of the operations of all Town departments in order to direct the general public to appropriate departments/offices with specific knowledge of library services, finance/accounting for financial management/budget development and monitoring, housing authority, and veterans' services and benefits.

Tools and Equipment Used

The employee is required to use a personal computer, general office equipment. The employee is required to operate a Class D motorized vehicle.

Physical Demands

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. While performing the duties of this job, the employee is required to talk, hear, stand, sit, and walk. Occasionally the employee is required to drive a motor vehicle. The employee may occasionally lift/carry up to 10 pounds intermittently.

The employee must have good vision to view records and detailed reports on computer-screens and read documents for general understanding. Application of manual dexterity in combination with eye-hand coordination is needed for keyboard input and filing.

Work Environment

The work environment characteristics described here are representative of those that the employee encounters while performing 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 performed predominantly in an office setting.