

## TOWN OF ROCKLAND

<b>Position Title:</b>	COA Director	<b>Grade Level</b>	N/A
<b>Department</b>	Council on Aging	<b>Date:</b>	March 29, 2022
<b>Reports To:</b>	Assistant Town Administrator	<b>FLSA Status</b>	Exempt

**Statement of Duties:** Oversees the daily operation of the Senior Center. Responsible for administrative, fiscal management, managerial, supervisory, and social service work in connection with the need's determination, development, implementation of support programs, services, events, activities and facilities of a multi-purpose Council on Aging and Senior Center.

**Supervision:** Works with the Council on Aging Advisory Board; reports directly to and works under the general supervision of the Assistant Town Administrator.

**Supervisory Responsibility:** Supervises employees on a regular basis; supervisory responsibilities may include clerical or other staff, Senior Aides, volunteers, and program contract help. Employee is required to lead program volunteers, staff, and program contractors in best practices for accomplishing their work. Employee is responsible for following Personnel Policies and Procedures for the Town of Rockland in all staff matters.

**Confidentiality:** Employee has regular access at the departmental level to a wide variety of confidential information, including official personnel files, CORI and Protective Service reports, client, and department records.

**Judgment:** Work requires the employee to examine, analyze, and evaluate facts and circumstances surrounding individual problems, situations, or transactions, and determining actions to be taken within the limits of standard or accepted practices. Errors in judgment may adversely impact participants, finances, and public relations.

**Complexity:** Work consists of employing many different concepts, theories, principles, techniques, and practices relating to a professional or administrative field. Assignments typically concern such matters as studying trends in the field for application to the work; assessing services and recommending improvements; planning long range projects; devising new techniques for application to the work, recommending policies, standards, or criteria.

**Nature and Purpose of Public Contact:** Relationships with co-workers and the public involving frequent explanation, discussion or interpretation of practices, procedures, regulations, or guidelines to render service, plan or coordinate work efforts, or resolve operating problems. Employees are expected to act with courtesy, tact, and diplomacy in working with others and resolving issues.

**Essential Functions:**

*The essential functions or duties listed below are intended only as illustrations of the various type 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.*

- Oversees the daily operations of the Senior Center, coordinates space needs, and ensures adequate staff coverage.

COA Department  
Director of Council on Aging  
4/15/22

## TOWN OF ROCKLAND

- Develops, directs, and coordinates enrollment and maintains all programs, activities, and special events offered at the Senior Center. Takes initiative to actively develop new programs.
- Develops and maintains programs that promote the health, safety, and education of the Town's elderly population. Arranges appearances by guest speakers and instructors as necessary to support this effort.
- Oversees the operations and maintenance of the senior van(s), including scheduling, pre-qualifying riders, and dispatching drivers, as needed.
- Oversees the Town's senior tax work off program; receives applications, screens applicants, identifies work locations, and monitors participation.
- Facilitates the daily meals program held at the Senior Center.
- Serves as building facility manager for the Senior Center. Coordinates with various departments for maintenance of the building. Makes recommendations for building improvements and prepares capital requests, as necessary, and reports any safety concerns.
- Actively works with the Council on Aging Advisory Board, meeting with members on a monthly or as needed basis; prepares agendas and meeting minutes, as requested.
- Participates in local and regional efforts to expand and improve services to the elderly
- Prepares and submit annuals report to the Executive Office of Elder Affairs; prepares various reports as requested by the Council on Aging and other Town officials.
- Advises and guide seniors daily, provides case management, as necessary.
- Assesses the needs of the elder adult population in the community and advocates for the needs of elders in the community.
- Responsible for hiring all Senior Center staff, vendors, and volunteers.
- Trains, directs, evaluates, and disciplines staff in the Council on Aging in accordance with state and federal laws, collective bargaining agreement and Town policies and procedures.
- Prepares and administers the COA department's annual budget; accepts and processes gifts; manages accounts payable, payroll, and purchasing for the COA.
- Seeks, develops, prepares, and administers grants from external funding sources to expand programs.
- Provides oversight and directs the coordinator of outreach activities including referral to other elder service agencies
- Maintains required certifications and attends conferences and seminars relative to position.

### **Recommended Minimum Qualifications:**

**Education and Experience:** Bachelor's degree in gerontology, health science, social work, social service, or other related field and three to five years of experience working with the elderly population, or any equivalent combination of education and experience.

COA Department  
Director of Council on Aging  
4/15/22

## TOWN OF ROCKLAND

**Special Requirements:** CPR/First Aid and CORI certification required within 6 months of appointment; Class D Motor Vehicle Driver's license.

### Knowledge, Abilities and Skill

Knowledge: Working knowledge of the federal, state, and local services and resources available to the elderly. Knowledge of federal and state regulations pertaining to programs for the elderly. Knowledge and general appreciation of the aging process; understanding of the physical and emotional impact of aging; working knowledge and understanding of local government operations. Proficient in Microsoft Suite and social media.

Abilities: Ability to develop effective working relationships with department personnel, subordinates, seniors, and with the public; ability to express oneself clearly and concisely orally in public and in writing. Ability to use office equipment efficiently. Ability to take on multiple tasks in a detailed, organized manner. Ability to design, create and implement programing.

Skills: Excellent organizational, listening, planning and analytical skills; Proficient in Microsoft Suite; Excellent customer service, oral and written skills. Proficient grant writing and grant management skills.

**Work Environment:** Complex and varied work in a multi-task environment with many interruptions. Noise levels vary from low levels to high levels. Duties may present occupational risks to the employee including physical strain and high levels of stress.

### **Physical and Mental Requirements**

*Compassionate heart and sense of humor is necessary to the Director position. The physical demands described 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 position's essential functions.*

Physical Demands: Work requires agility and physical strength. Work effort principally involves sitting, walking, stooping, reaching, and standing for extended periods of time. Must lift and/or move up to 30 pounds is required.

Motor Skills: Duties involve application of hand and eye coordination with finger dexterity and motor coordination.

Visual Demands: Visual demands require the employee to constantly read documents for general understanding and analytical purposes.

*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.*

COA Department  
Director of Council on Aging  
4/15/22