



Town of Needham Massachusetts

Town of Needham	Director of Aging Services	
Health & Human Services	Grade: K-24	Status: Full-Time

Overview: The Director of Aging Services is a professional human services position responsible for the development, implementation and delivery Health and Human Services programs and activities to meet the needs of the community. The Director of Aging Services serves under the direction of the Director of Health and Human Services and with the policy guidance of the Council on Aging. The Director maintains oversight of programs, staffing, grants, budgets, and regulations, while collaborating with community groups, departments and agencies for the delivery of services.

Since moving into its newly constructed home in 2013, the Needham Aging Services Division has offered a diverse and ever-expanding series of programs for older adults. In FY 2016, the Division offered more than 76 unique programs and 329 individual program sessions each month, served more than 5,400 meals annually as part of an elder nutrition program, provided 8,800 rides as part of a senior transportation program, and handled 6,747 client contacts as part of the S.H.I.N.E. (Serving the Health Needs of Everyone) program. It is anticipated that the new Aging Services Division Director will further expand and diversify the division's programming, and will expand its services and hours of operation to meet the needs of the full spectrum of Needham's seniors.

Duties: The Director plans, organizes, evaluates and directs the activities of the Aging Services Division and Center at the Heights building. In conjunction with the the Human Resources Department, the Director assists with the recruitment, selection, hiring, and training , making promotional, separation, salary and other personnel recommendations. He or she also oversee the recruitment, selection, training, scheduling and supervision of dozens of volunteers, and oversees the administration of the Senior Corps and Valor Act programs.

The Director is responsible for developing and recommending operating and capital budgets, ensuring that the division operates within its approved budget, establishing and maintaining appropriate records, reports, and other required documentation, and assessing the division's performance in relation to established goals. The Director is responsible for the management of the Center at the Heights physical plant, and interfaces with the Public Facilities Department and any private contractors regarding repair and maintenance issues.

The Director provides professional leadership in representing the division and the COA to Town, regional, state, and federal authorities, community partners, and the media. He or she identifies and prioritizes community needs through input from residents, clients, staff, board members, other town departments, and analysis of statistical data and participant surveys and evaluations. The Director plans and develops daytime, evening, and weekend educational and recreational programs and workshops on aging issues through collaboration with area universities, hospitals, local non-profit agencies, and other Town Departments.

The Director oversees programs and activities which cover the full-spectrum of aging services, including educational programs, physical activity and exercise classes, a substantial elder nutrition program, social-emotional well-being workshops, recreational activities, senior transportation initiatives, health insurance consultations, and legal seminars on elder issues. Additionally, the

Director oversees a team of social-workers with expertise in issues including elder abuse, mental health and suicidality, and substance use prevention.

He/she leads a range of programs that are staffed by a combination of full-time and part-time paid staff members, and a committed and engaged core of elder volunteers, and is responsible for balancing the different needs of all those paid and volunteer staff members, as well as the diverse and growing group of residents who attend programs at the Center at the Heights.

The Director identifies and applies for funding grants, maintains appropriate records and reports, ensures appropriating accounting for grant funds as prescribed, and oversees the data gathering, evaluation, and statistical analysis functions of Needham's Aging Services Division.

He or she will participate in the development of advocacy efforts related to aging issues at the local, state, and national levels, and develop and sustain positive relationships with government agencies, service providers, and community groups by attending meetings, and serving on committees. The Director coordinates COA Board meetings, and will attend meetings of the Board of Selectmen, Finance Committee, Town Meeting, and other boards and committees when appropriate. The Director of Aging Services will perform other duties as assigned.

The essential functions or duties listed are intended as illustrations of various types of work to be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, and logically related to the position. The position functions as a part of the overall municipal team to ensure effective and efficient municipal operations.

Basic Knowledge: Duties require comprehensive knowledge of gerontology and human services management gained from a combination of work experience, professional training, and formal education. While a Master's Degree in gerontology, social work, human services administration, or related field, is the preferred credential for this position, significant work experience which includes leadership and management in a human services organization along with continuing training and professional education may be substituted for a Master's degree.

Experience: Position requires five (5) to seven (7) years of delivery and management experience in a human services environment for the elderly.

Preferred Credential: A Master's Degree in gerontology, social work, human services administration or a related field is highly desirable.

Independent Action: Responsibilities include establishment of short and long-range plans and objectives within the scope of the Council on Aging policies and Health & Human Services Department goals.

Supervisory Responsibility: Incumbent oversees full-time and part-time staff equivalent to 10 FTE's and dozens of volunteers, and provides functional supervision for Public Facilities staff and contracted tradespeople assigned to the Center at the Heights.

Physical and Environmental Standards:

- Normal office environment, not subject to extremes in temperatures, noise, odors etc.
- Regular interruptions to assist citizens.
- May spend extended periods at terminal, on telephone, or operating other office machines, requiring eye-hand coordination and finger dexterity.
- Regular lifting and carrying of files, documents, records, etc.
- Some travel by personal automobile within the state.

Other Requirements:

Position requires possession of a valid state-issued driver's license.

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