



Town of Needham Massachusetts

Town of Needham	Assistant Director of Aging Services for Programs and Transportation	
Health & Human Services, Aging Services Division	Grade: GE-20	Status: Full-Time

Overview:

Under the direction of the Director of Aging Services (the Director), the Assistant Director of Aging Services for Programs and Transportation (the Assistant Director) is an important member of the leadership team for the Aging Services Division. He/she may administer the activities and operations of the Center at the Heights (CATH) in the absence of the Director, and may represent Needham to boards and committees.

The Assistant Director manages a team of full and part-time staff members, volunteers, van drivers, and program instructors to deliver interesting, challenging, and entertaining programs and classes for Needham's seniors and to ensure that any Needham resident is able to attend those programs regardless of his/her functional or access needs. He/she is responsible for a team that works to publicize those programs, coordinate program logistics and set-up, evaluate and continuously improve the range and quality of the programs offered, and to arrange transportation to all events.

Duties:

The Assistant Director manages a diverse team of ten full and part-time staff members, activity instructors, and trainers at any one time. This group includes a full-time Transportation Coordinator, two or three program assistants, an active Senior Fitness Program, assorted contractors and one-time consultants (generally entertainers for senior-specific events), and four to five activity instructors at any given time.

The Assistant Director recruits, trains, and retains staff members to deliver programs, provide classes, and transport residents to the CATH. He/she develops programs and classes to meet the needs of Needham's residents. One of the Assistant Director's foremost assignments is providing opportunities which challenge, educate, entertain, inform, and physically engage those residents during the traditional hours of operation and the Division's expanded program offerings during weekday evenings and Saturdays.

He/she attracts and retains vendors and consultants to deliver one-time programs, and supports the operations of the CATH Fitness Program during the weekdays, during evening hours, and during Saturdays.

The Assistant Director manages the communication efforts to support programs and publicizes the programs in a manner so as to attract the broadest possible group of participants. He/she plays a critical role in developing and disseminating the Senior Compass, a publication from the Friends of the Center at the Heights that is published bi-monthly and which informs Needham residents about the Aging Services Division and its programs and activities at CATH.

The Assistant Director's efforts to publicize the Aging Services Division and its activities also include social media efforts and updates to Town websites and other communication methods. Additionally, he/she directs the logistic efforts (scheduling, room reservations, supplies, set-up, etc.) to support programs and activities. The Assistant Director ensures that there is a detailed system in place to maintain records of programs and services and retains them in alignment with the Public Records Retention Schedule.

The Assistant Director oversees the Aging Services Division's transportation program including its fleet of handicap-accessible vans, and supports the expansion of the transportation services into evenings and weekends. He/she collaborates with other Health and Human Services (HHS) divisions and with Town departments to support transportation needs that align with the HHS mission including support for those Needham residents without ready access to transportation services.

The Assistant Director pursues collaborations (programmatic, project-based, and transportation-related) with other Town departments and with community partners. He/she informs the community and community partner agencies about the Aging Services Division and its work.

The Assistant Director supports and assists the Director with the development of the Aging Services Division's annual report and with other publications including grant reports, state progress reports, and program summary materials.

The Assistant Director actively seeks out additional resources and alternate funding sources to support additional programs and services for Needham's seniors. He/she drafts grant applications and pursues funding sources outside of the Town operating budget. Additionally, the Assistant Director assists and supports the Director in the financial and administrative operations of the Center at the Heights and of the Aging Services Division.

When requested or in the absence of the Director, the Assistant Director may administer the operations and activities of the Center at the Heights and he/she may facilitate and provide support for the Council on Aging (Board), the Advisory Board, and the Friends of the Center at the Heights. The Assistant Director may represent the Aging Services Division and the Division's Director at local, regional, and statewide meetings as requested, and he/she performs other duties as assigned.

Basic Knowledge: The position of Assistant Director requires knowledge of human services, public administration, social work, mental health, public health, gerontology, elder services, or a related field equivalent to a Bachelor's Degree. In lieu of the required

Bachelor's Degree, an Associate's Degree may be substituted when combined with at least four (4) years of full-time work experience in a human service, public administration, public health, mental health/wellness, or elder service environment along with evidence of continued professional training and development.

Experience: The position of Assistant Director requires three (3) to five (5) years' work experience in human services, public administration, social work, mental health, public health, gerontology, elder services, or a related field. Work experience as a volunteer, intern, or part-time employee may be considered to fulfill a pro-rated portion of this requirement.

Independent Action: The Assistant Director functions independently within a broad area of responsibility and with limited direct supervision; he/she uses discretion and judgment to make important policy and program decisions, and refers truly unusual problems to the Director for guidance. His/her work is guided by the policies and procedures of the Town of Needham, and of the Health & Human Services (HHS) Department and the Aging Services Division.

The Assistant Director may function as the Acting Director if needed and, when assigned, will administer the operations and activities of the Center at the Heights and provide support to the Council on Aging, the COA Advisory Board, or the Friends of the Center at the Heights.

Supervisory Responsibility: Directly supervise three program assistants, a transportation coordinator, and a daytime Building Monitor. The Assistant Director is responsible for the direction of volunteers in various roles such as activity instructors, vendors, entertainers, and performers; of which there will be up to five volunteers on-site at any given time.

Physical and Environmental Standards:

- Frequent periods spent in non-office environments, including division programming activities and setting up equipment or materials to support programs and classes.
- Regular interruptions to assist Needham seniors, program instructors, and other patrons of the Center at the Heights.
- May spend extended periods using computers, telephones, and touch screen devices, or operating other office machines, requiring eye-hand coordination and finger dexterity.
- Regular lifting and carrying of files, documents, records, etc. and periodic moving of furniture

Other Requirements:

- Possession of a valid state-issued driver's license.

Please note that 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 develop.