TOWN OF HOLDEN
NOTICE OF VACANCY

OPEN DATE:	6/9/2022	**CLOSE DATE:**	Until Filled
DEPARTMENT:	Senior Center		
JOB TITLE:	Senior Center Director		
SALARY RANGE:	$66,330-80,699		
HOURS:	M-F 8-4		
BENEFITS:	Vacation, sick and personal time available. Worcester Regional Retirement System; Health Insurance and Life Insurance available; HOLIDAYS: 12 paid holidays per year.		
REPORTS TO:	Town Manager		

GENERAL SUMMARY:
The purpose of this position is to perform complex supervisory, administrative and professional work in planning, organizing and directing programs and services of the Holden Council on Aging as well as to supervise and maintain the Holden Senior Center. Ensures that programs and services are run in accordance with Federal, State and Town policies and practices. Performs all other related work as required. Extensive judgement and ingenuity are required to develop new or adapt existing methods and approaches for accomplishing objectives or to work with new or unusual requirements within the limits of the guidelines or policies.

SUPERVISION:
Supervision Scope: Exercises considerable initiative, creativity and independent judgment in the planning, administration and execution of the department's programs and services and in the direction of personnel. Works independently and at the direction of the Town Manager in formulating decisions regarding policies, procedures, operations and plans for the Council on Aging Department, following Federal, State and Town policies and practices.

Supervision Received: Position reports directly to the Town Manager and the general policy direction of the Council on Aging. Work is performed independently referring specific problems to town management only where clarification or interpretation of Town policy or procedure is required.

Supervision Given: Supervises all department employees, developing job direction, assigning tasks and instructions and monitoring personnel performance.

JOB ENVIRONMENT:
- Work is performed in an office and typical active senior center environment with frequent interruptions; noise level is moderate.
- Regularly operates a computer, telephone, copier, facsimile machine, scanner and other standard office equipment. Maintains kitchen appliances and equipment. Light housekeeping may be required around cleaning company.
- Makes frequent contact with elderly citizens and their family members, various town departments, home care agencies, various agencies within the elder network, doctors' offices, social security office, financial assistance agencies, and elderly housing directors. Contacts are in person, in writing, and by telephone and require persistence and resourcefulness to influence a positive outcome.

- Has access to a wide variety of confidential department-related information which requires the application of appropriate judgment, discretion and professional protocols. Errors could result in delay, confusion and loss of services to the Town's elderly residents, monetary loss and possible legal repercussions.

ESSENTIAL FUNCTIONS*:

- Supervises and maintains the Senior Center. Ensures upkeep of building and grounds and safety of people entering and exiting building.
- Plans, develops, and implements programs and services to meet the needs of the senior population. Uses various sorts of media communication to inform the community of regular and special programs and services.
- Trains, and supervises employees, informing them of their responsibilities. Assigns and monitors their work activities. Keeps staff abreast of changes in programs, services, upcoming events and other pertinent information. Maintains discipline and morale. Supervises and participates in the recruiting, training and retention of volunteer staff.
- Oversees transportation coordinator. The transportation coordinator oversees drivers and trip schedule, maintains accurate records of usage, repairs, and revenue. The transportation coordinator also oversees mechanical and custodial condition of vehicles in order that they can safely transport passengers. Senior Center Director will assume this role if transportation coordinator is unavailable.
- Director will oversee outreach employees who provide counseling, assistance, referrals, and application assistance to elders for various services and assistance programs. The Director will also oversee a senior clerk/administrative assistant. The Senior Center Director must be available on a daily basis to assist and counsel seniors on a variety of issues and will assume the roles of the staff due to absence or in an emergency situation.
- Maintains various records, information and data. Generates annual reports for town and state and submits reports to appropriate departments.
- Attends monthly COA meetings and presents reports, statistics, and information about the operation of the Senior Center.
- Researches and applies for grants as needed. Completes State Formula Grant annually. Maintains accurate records of usage of awarded grants and submits necessary reports.
- Interacts with the Nutrition Manager and the volunteers of the Meal Site and provides information about the clients as needed. Assists with the program when necessary and works with the manager concerning special programs.
- Attends workshops, seminars, meetings and training sessions to update skills, receive information about elder issues, and receive education about new programs, services, financial assistance, etc. Educates staff on any issues that pertain to their job functions in servicing elders.
- In cooperation with the COA Board, administers the H.E.L.P. @ Home funds by making deposits to the account, keeping records of all disbursements and deposits and sends thank you notes on behalf of the committee.
- Attends monthly Department Head meetings and other town meetings as requested. Generates and submits various information and reports as required. Informs staff about issues that may affect them or the department.
- Prepares fiscal year budgets with the Assistant Town Manager and then submits to the Town Manager for approval. Operates the department within budget limitations. Keeps accurate records of expenditures including receipts and invoices. Makes necessary purchases and repairs according

to designated budget line items. Prepares and maintains spreadsheet program for budget allocations and expenditures.

- Keeps up to date of recent developments pertaining to the elder network and interacts with other leaders and agencies for further information, assistance, and referrals.
- Participates in an advisory capacity in the activities of the Friends of the Holden Council on Aging and attends their monthly meetings.
- Prepares, produces and oversees mailing of monthly newsletter.
- Performs similar or related work as required.

RECOMMENDED QUALIFICATIONS:

Education, Training and Experience:

Bachelor's Degree in gerontology, education, social work or related field; and at least three year of related experience; or any equivalent combination of education, training and experience.

Special Requirements:

- Must receive training in CPR, First Aid and Defibrillator operation.
- Possession of a valid Massachusetts driver's license.
- Notary Public Certification preferred

Knowledge, Ability and Skill:

- Thorough knowledge of the federal and state services and local resources available to the elderly.
- Working knowledge of federal and state regulations pertaining to programs for the elderly.
- Knowledge regarding the needs of elders and of grant writing techniques.

Ability:

- Ability to deal tactfully, patiently and appropriately with elderly clients and their families.
- Ability to empathize with elders and to maintain confidentiality.
- Ability to communicate effectively and efficiently verbally and in writing.
- Ability to delegate responsibility and work well with subordinates.
- Ability to maintain detailed records and to prepare reports from same.

Skills:

- Strong verbal and written communication skills and counseling skills.
- Excellent public relations skills and office management skills.
- Ability to prioritize and meet deadlines and work as a team member.

Physical Requirements:

- 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 essential functions.
- Minimal physical effort demanded when performing functions; regularly required to walk, stand, sit, talk, and hear; operate objects, tools, or controls; pick up paper, files, and other common office objects.
- May need to lift or move objects weighing up to 30 pounds. Examples are with setting up and breaking down 8' tables, move boxes etc.

- Ability to view computer screens and work with details for extended periods of time.
- Vision and hearing at or correctable to normal ranges; ability to operate motor vehicle.

**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.*

External and internal applicants, as well as position incumbents who become disabled, as defined under the Americans With Disabilities Act, must be able to perform the essential job functions (as listed) either unaided or with assistance of a reasonable accommodation to be determined by management on a case by case basis.

APPLICATIONS AVAILABLE: OFFICE OF TOWN MANAGER, 1204 MAIN STREET, HOLDEN, MA 01520
Or online https://www.holdenma.gov/town-manager/files/employment-application

SEND RESUMES, COVER LETTERS AND APPLICATION TO:
OFFICE OF TOWN MANAGER, 1204 MAIN STREET, HOLDEN, MA 01520
Or via email at resumes@holdenma.gov.

FOR FURTHER INFORMATION CONTACT TOWN MANAGER'S OFFICE
1204 MAIN STREET, HOLDEN MA 01520 (508) 210-5501
EQUAL OPPORTUNITY EMPLOYER
THE TOWN OF HOLDEN DOES NOT DISCRIMINATE AGAINST THE HANDICAPPED