

## TOWN OF WELLESLEY

### Position Description

**TITLE:** Assistant Director of Senior Services

**DATE:**

**DEPARTMENT:** Council on Aging (55)

**APPROVED:** H. Munroe

**HUMAN RESOURCES:**  
/S. Szczebak/

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### ACCOUNTABILITY OBJECTIVES

The Assistant Director of Senior Services supports the Council On Aging Director and performs a wide range of administrative functions designed to ensure the efficient and effective delivery of services to the older adult population of the Town. The Assistant Director also serves as Acting Director in the absence of the Director.

### NATURE OF THE POSITION

Reporting to the Director of Senior Services, the Assistant Director of Senior Services' primary functions are to: oversee the day-to-day operations of the COA's bus and volunteer driver transportation programs and staff; supervise and oversee the Volunteer Coordinator. The work requires excellent organizational skills, knowledge of the COA's resources, and the needs of the Town's seniors, especially those related to transportation. Assignments are completed independently with minimal direction. The incumbent may represent the COA within the state and local aging network when requested by the Director, and occasionally attends meetings/events during evenings and weekends.

### DIMENSIONS

The total FY21 budget for the COA is approximately \$461,545 which includes the personal services budget of approximately \$388,445. The Executive Office of Elder Affairs' grant is approximately \$65,000. The COA services approximately 3,000 senior citizens annually. Currently the COA services approximately 3,000 older adults annually, of the approximately 6,000 senior population in the Town of Wellesley

## **PRINCIPAL ACTIVITIES TO ATTAIN ACCOUNTABILITY OBJECTIVES**

1. Utilizes automated systems wherever possible to develop measurement parameters for management and to review the effectiveness of all programs and activities. Trains the staff on data preparation and analysis.
2. Assists the Director in planning, developing, and executing a strategic plan for the COA. Serves as the liaison for the Town's Unified Plan.
3. Oversees all facets of the COA's transportation program, including service improvements and conflict resolution. Assists in hiring, training and supervising COA bus drivers.
4. Supervises the Volunteer Coordinator. Provides direction, objectives, and support.
5. Manages the Volunteer Driver's Program (VDP). Works with the Volunteer Coordinator to on-board and train Volunteer Drivers, updates materials, conducts training, tracks volunteers, utilizes Assisted Rides software, and manages all volunteer driver requests from patrons.
6. Serves as the COA's Information Technology liaison. Responsible for the administration of and training in various departmental software, including but not limited to: My Senior Center, Assisted Rides, and building security software.
7. Authorizes the use of emergency transportation fund(s), VDP, and other resources. Responsible for preparing the departmental bills, handling refunds and reimbursements for review and signature by Director. Prepares and enters requisitions and purchase orders and issues refunds when applicable.
8. Prepares and completes the Department's weekly payroll including collecting time sheets from staff members and ensuring all hours and account numbers are properly charged. Maintains accurate records of all COA staff reimbursements.
9. Supports staff with management of the Department's Social Media accounts. Ensures that the COA's web site pages are updated and attractive to COA clients.
10. Interacts regularly with older adults on the telephone, via email and face-to-face on issues ranging from daily programming to emergencies. Utilizes board range of knowledge to know when to refer to appropriate services, troubleshoot and resolve patron issues, and handle all situations involving transportation matters.
11. Attends monthly COA Board meetings. Assists the Director in scheduling monthly meetings of the COA Board; prepares minutes and agendas; meets with committees and prepares resource materials as requested; and maintains minutes and documents related to meetings.

12. Assists the Director in writing the annual reports to the Massachusetts EOE and the Town of Wellesley.
13. Processes and maintains CORI checks for all volunteers and instructors.
14. Represents the COA within the state and local aging network as directed by the Director and serves as Acting Director of Senior Services when the Director is absent.
15. Oversees and manages food program. Serves as Serve Safe designee for the COA.
16. Perform Annual Performance Reviews for the Volunteer Coordinator and bus drivers.
17. Performs all other duties as required or assigned.

### **MINIMUM QUALIFICATIONS**

Bachelor's Degree from an accredited institution in Social Services, Human Services, Gerontology, or closely related field, with three to five years of experience in program administration (preferably in the field of human services) or a combination of education and experience deemed equivalent. Social services background and municipal experience preferred. Work experience should demonstrate increasing levels of responsibility, including supervisory experience.

- Must be Serve Safe certified, or willing to become so, within six months of hiring. Responsible for overseeing kitchen functions and operations.
- Demonstrable, comprehensive knowledge of elder networks and genuine interest in working with older adults.
- Proficient in working with technology, computers and computer troubleshooting.
- Proficient in Microsoft Office, including: Word, Excel, and Powerpoint.
- Working knowledge of database management, accounting software, and building maintenance software.
- Thorough knowledge of programs and services directly affecting older adults.
- Excellent oral and written communication skills and the ability to deal effectively with the general public.
- Ability to listen carefully and empathetically.
- Valid driver's license.

**Preferred**

- Master's Degree in Social Services, Human Services, Gerontology, or closely related field.

**ESSENTIAL JOB FUNCTIONS****TOOLS AND EQUIPMENT USED**

Personal computer to include word processing, spreadsheets and databases; multi-line telephone; copy and fax machines; scanners, calculator; LCD projector, television and DVD player; and automobile.

**PHYSICAL DEMANDS**

While performing the duties of this job, the incumbent is frequently required to walk, sit and talk or hear. The incumbent is occasionally required to use hands to finger, handle, feel or operate objects, tools, or controls; and reach with hands and arms. The incumbent must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, color vision, and the ability to adjust focus.

**WORK ENVIRONMENT**

Majority of work is performed in a moderately noisy office work environment, with frequent interruptions. Some work is performed outside the office during visits to clients' homes.