

## TOWN OF CANTON

**TITLE:** Senior/Social Services Director **CLASS:** Exempt

**DEPARTMENT:** Senior/Social Services Department **DATE:** June 27, 2012

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### **POSITION DESCRIPTION**

The Senior/Social Services Director (hereinafter referred to as "Director") operates under the administrative and functional direction of the Chief Administrative Officer. The Director plans, organizes, develops and directs Senior Center operations and coordinates a comprehensive program of recreational, social, health, wellness, and cultural activities for citizens fifty-five years of age and older. The Director further oversees the social services related functions of the town including processing applications, assessing needs and providing referral and/or direct services to those in need.

### **SUPERVISION RECEIVED**

The Director reports to and works under the general guidance and supervision of the Chief Administrative Officer.

### **SUPERVISION EXERCISED**

The Director exercises supervision over the Administrative Assistant to the Senior/Social Service Director and the Senior Center Coordinator.

### **ESSENTIAL JOB FUNCTIONS (EXAMPLES)**

- Plans, develops, organizes and direct programs and specialized services for citizens 55 years of age and older.
- Prepare and implement administrative policies as needed.
- Provides guidance and supervision to Department staff and volunteers.
- Responsible for the collection and accounting of various fees and charges.
- Provides information regarding community needs to local and state organizations through presentations and reports.
- Provides intake services for local programs and organizations, including but not limited to: Canton Food Bank; Holiday Giving Program; Canton Fuel Bank; Focus On Canton, Inc. etc.
- Acts as Social Worker representative on local organizations, including but not limited to: Focus On Canton, Inc; Canton Connections; Canton SALT Committee.
- Co-Coordinates TRIAD Program and CERT with the Canton Police Chief.
- Provides trainings and workshops in collaboration with other professionals on Senior Safety, Social Services and working with older adults & people with specialized needs.
- Prepare Department budget and oversees its implementation and expenditure throughout the fiscal year.
- Plans, directs and manages programs and activities and functions of the Senior Center, ensuring high quality and cost-effective service delivery.
- Prepares brochures, news releases, periodic newsletter and other public relations material.
- Maintains and updates mailing list of interested citizens to receive notices of senior activities and programs.
- Responsible for administration of Dial-A-Ride program, including collecting and reviewing data on utilization, and prepares recommendations for hours and scope of service.

- Oversees the assessment of community needs for senior and social services and the development of programs to meet those needs.
- Assesses program effectiveness and direct modifications to meet the needs of the senior population, based on research and available data on the problems and needs of the aging population.
- Develops new resources and partnerships, collaborating with federal, state, local and non-profit organizations to meet the needs of both seniors and citizens in need.
- Coordinates all senior programs (such as Speakers Bureau, out of town medical transportation, annual special events) and outreach programs with business groups.
- Participates in development of regional programs and initiatives with colleagues from neighboring communities.
- Participates in professional organizations and related continuing education programs to stay current with developments in the field of senior programs and social services.
- Acts as the Town of Canton's Municipal Agent for elderly persons and the Veterans Services contact person.
- Supports Meals on Wheels program with service provider.
- Prepares regular narrative and statistical reports for the Chief Administrative Officer
- Provide in-take coordination for all social service requests and maintains case management records in the appropriate confidential fashion.
- Administer State/Federal and private social programs including but not limited to fuel bank, energy assistance and food programs.
- Make appropriate referrals for private and government social programs.
- Prioritizes use of available funding and social service programs.
- Acts as Department representative to the Commission on Aging.
- Performs related work as required and/or requested by the Chief Administrative Officer

#### **ADDITIONAL JOB FUNCTIONS**

- Services as coordinator for the Emergency Shelter located at the Community Center.

#### **REQUIRED KNOWLEDGE, SKILLS AND ABILITIES**

- Commitment to excellence in customer service.
- Knowledge of principles, practices trends and issues of municipal senior and social service programs and administration.
- Knowledge of gerontology and working knowledge of recreational activities for senior adults.
- Knowledge of general social, economic, and health needs of the aging and the resources required to meet those needs.
- Knowledge of social work and social service programs.
- Ability to plan and coordinate emergency services as they relate to the operations of the Emergency Shelter.
- Ability to initiate, organize and follow through on comprehensive programs and projects.
- Ability to deal effectively with senior citizens and their advocates, elected and appointed officials, contract providers, employees and the general public.
- Ability to communicate effectively, both orally and in writing.
- Ability to act calmly and effectively in emergency situations.
- Ability to supervise, develop and monitor budgets.
- Ability to prepare administrative reports in a clear, logical manner.
- Ability to collaborate with other public agencies on programs at a local, regional, state and national level.

- Ability to interpret and apply regulations, policies and procedures.
- Proficient with word processing, presentation, spreadsheet and e-mail software.
- Knowledge and ability to analyze problems and develop and implement programs and activities to address these problems.
- Ability to make decisions on resource allocation and programs in an environment of limited resources and competing claims.
- Sufficient knowledge of the community to serve the public.

**REQUIRED PHYSICAL AND MENTAL EFFORT AND ENVIRONMENTAL CONDITIONS**

The work environment characteristics described here are representative of those employee encounters while performing the essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is moderate. While performing the duties of the job, the employee occasionally works in outside weather conditions. The employee is occasionally exposed to wet and/or humid conditions, or airborne particles. Business travel may be required. The employee will be required to provide his/her own transportation.

- May require additional hours beyond regularly scheduled work day to meet workload.
- Works in office setting subject to continuous interruptions and background noises.
- Work may include extended periods of time viewing a computer video monitor and/or operating a keyboard.
- Ability to work under stress from contact with public, demanding deadlines and changing priorities and conditions.
- Ability to concentrate on fine detail with constant interruption and to attend to task/function for more than 60 minutes at a time.
- Ability to remember multiple task/ assignments given to self and others over long periods of time.

**REQUIRED MINIMUM QUALIFICATIONS**

- The skills and knowledge required would generally be acquired with a Master's Degree from an accredited college or university in social work, human services, gerontology or a closely related area, with two (2) years of increasingly responsible related work experience or a Bachelor's Degree with a minimum of four (4) years of related work experience.

**LICENSE OR CERTIFICATE:**

- Must possess a valid driver's license.

Note: The above description is illustrative only. It is not meant to be all-inclusive.