



## **Town of Carlisle Council on Aging and Human Services Director Job Announcement**

The Town of Carlisle is seeking qualified applicants for the full-time, benefited position of Council on Aging and Human Services Director. Applicant should have a Master's degree in human services, social work, gerontology, or related field and at least five years of experience working with senior citizens, writing grants and managing budgets and staff. Applicant must be able to perform professional, administrative and supervisory work developing and implementing COAHS programs and services which address the needs of, and enhance the quality of life of, the town's growing senior population and offer social services and support to all Carlisle residents.

This position works 35 hours per week, Monday through Friday. Non-union pay scale starting at \$48.95/hour, hiring range DOQ. Excellent benefits including insurance, participation in the Town's retirement plan, and paid time off.

To apply, please send a resume and cover letter to Aubrey Thomas, Assistant Town Administrator/HR Director, at [athomas@carlislema.gov](mailto:athomas@carlislema.gov), or by mail to Carlisle Town Hall, 66 Westford Street, Carlisle, MA 01741.

Applications will be received until position is filled.

The Town of Carlisle is proud to be an AA/Equal Opportunity Employer.



# Town of Carlisle

## Council on Aging and Human Services Director

### Job Description

**Job Title:** COAHS Director

**Department:** COAHS

**Supervisor:** Town Administrator

**Salary:** Grade 11

**Hours Worked:** Full-Time (35hrs/week)

**FLSA Status:** Exempt

### Council on Aging and Human Services Director

**Position Purpose:**

The Director of the Council on Aging and Human Services (COAHS) develops, recommends, directs, and administers comprehensive and effective programs, policies, and services to address evolving needs, build social connection, and promote the active aging of seniors in Carlisle. The Director develops, administers, and evaluates efforts and initiatives to provide supportive services to residents under 60 and families in need of assistance.

**Supervision:**

The Director of COAHS reports to the COAHS Board, through the Chair. The COAHS Board appoints and supervises this position, and annually evaluates the Director's performance. The Director adheres to town policies and procedures in cooperation with the Town Administrator. The Director exercises considerable initiative, creativity, and independent judgment in the planning, administration, and execution of the department's programs, services, and goals, and in the direction and supervision of department personnel.

**Job Environment:**

Work is performed in the COAHS office, in the community, and at clients' homes. Operates an automobile, basic home medical equipment, a computer, calculator, telephone, copier, and other standard office equipment.

Interacts with the town's senior citizens, the public, other town departments, state and municipal officials, and social service organizations.

**Confidentiality:**

Has full access to COAHS service and case notes on all seniors as well as confidential and sensitive financial and health information. Is required to complete HIPAA training provided by Minuteman Senior Services, a Covered Entity with whom the COAHS/Town of Carlisle maintains a Business Associate

Agreement. Lapses in judgment or breaches of confidentiality could lower standards of service to the community, potentially harm town residents, and cause financial loss or legal action.

**Essential Functions:**

Oversees the structure and delivery of COAHS services for seniors and residents in need, including food, fuel, and emergency assistance. Oversees the administration of COAHS Transportation, Meals on Wheels, Medical Equipment, Nutrition, Rental Assistance, and Senior Tax Worker programs. Oversees and supports staff in the development and implementation of social, recreation, wellness, and education programs for seniors delivered in-person and through Zoom.

Represents the COAHS to the broader community and with local, regional, and state organizations serving older adults. Collaborates with municipal departments, schools, congregations, and other community groups to strengthen support for seniors, encourage community participation in the COAHS, and promote senior engagement in community life. Ensures regular and ongoing communication with residents through newsletters, brochures, Mosquito letters to the editor, website content, and events. Researches and writes annual reports for the Executive Office of Elder Affairs (EOEA) and the Town of Carlisle. Instrumental in researching and administering grants.

Interacts daily with residents by phone, email, and in-person while creating a welcoming and inclusive environment. Advocates on behalf of seniors and residents in need with the Select Board, Finance Committee, and the Board of Assessors. Acts as a Mandated Reporter, complying with all EOEA guidelines and procedures, reports information to the appropriate Protective Services Agency. Serves as the COAHS representative on the Local Emergency Planning Committee (LEPC) and the Housing Production Plan (HPP) Committee.

Selects, trains, supervises, and evaluates three full-time COAHS staff including the Social Services Manager, Program Manager, and Transportation/Office Manager. Directs and schedules staffing and office workload to ensure effective provision of programs and services that align with departmental and strategic goals. Prepares department payroll on a biweekly basis. Schedules, plans, and facilitates regular staff meetings. Completes annual performance evaluations and periodic reviews of all employees. Annually reviews departmental job descriptions and makes recommendations to the COAHS Board.

Develops the annual operating budget adhering to Finance Committee guidelines. Presents the proposed budget to the Finance Committee and the COAHS Board. Reviews and approves all departmental expenditures, monitors the budget, and prepares monthly budget reports to the COAHS Board. Complies with monthly and annual reporting requirements from all funding sources including the Town of Carlisle, the Lowell Regional Transit Authority, the Friends of the Council on Aging, the Concord-Carlisle Community Chest, and the MA Executive Office of Elder Affairs.

Collaborates with COAHS team and town departments to identify unmet needs and develop resources and programs to address them. Explores options for new funding to support existing or emerging needs. Researches grant opportunities, prepares grant applications, and monitors and administers grants in compliance with relevant guidelines.

Pursues professional development opportunities to remain current on issues and best practices in the senior services field. Stays updated on state and federal legislation and regulations impacting seniors.

Works with COAHS Board to develop, implement, and evaluate strategic plan. Recommends new and/or revised policies to the COAHS Board. Reviews and revises COAHS Operations Manual as needed.

Performs other management related duties and responsibilities as required.

**Recommended Minimum Qualifications:**

Master's degree in human services, gerontology, social work, or a closely related field with seven to ten years of experience in a municipal or human services management role. Knowledge of laws/rules/regulations governing Council on Aging functions in the Commonwealth. Experience in researching, applying for, and administering grants related to older adults. Valid driver's license and access to dependable vehicle required.

**Knowledge, Skills, and Abilities:**

The position requires a high degree of proficiency in relationship building, public relations, program development, fiscal management, communication, leadership, problem solving, and organizational management, including but not limited to:

Knowledge of the aging process, resources available to seniors, and effective programming.

Ability to apply initiative, persuasion, diplomacy, and judgment in dealing with state and regional organizations, residents, service providers, and the community.

Ability to interact with seniors and all residents in an empathetic, compassionate, sensitive, and confidential manner.

Ability to develop innovative, cost-effective programs to meet community needs.

Ability to communicate clearly and concisely both verbally and in writing.

Excellent interpersonal and leadership skills, ability to build relationships within the COAHS and across departments.

Excellent customer service skills.

Strong organizational skills, ability to meet deadlines and prioritize workflow.

Strong computer skills, proficiency with Microsoft Office, Excel, and My Senior Center.

Excellent judgment and problem-solving ability.

High degree of empathy, warmth, and patience.

**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. Employee is regularly required to walk, stand, sit, communicate, and hear; ability to handle, feel, or operate objects, tools, or controls, and reach with hands and arms as in picking up paper, files, and other common office objects. Occasionally

lifts/moves objects weighing up to 30 pounds. Physical ability to operate a motor vehicle. Vision and hearing at a correctable to normal ranges.

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