



The Town of Princeton is accepting applications for the part-time position of PROGRAM and OUTREACH COORDINATOR at the Council on Aging (COA). This is a 16 hour/week position with an hourly rate range between \$17.54 to \$21.83 per hour, DOQ. Associates or College Degree and 2-3 years of experience is required, preferably working with senior citizens and agencies, or any equivalent combination of education/experience. Successful CORI and SORI checks are required as a condition of employment. A full job description is posted on the Princeton town website, [www.town.princeton.ma.us](http://www.town.princeton.ma.us). Cover letter, resume, and application form must be submitted to the Town Administrator by email at [townadministrator@town.princeton.ma.us](mailto:townadministrator@town.princeton.ma.us) by 4:00 PM on Thu., June 23, 2022. The Town of Princeton is an Equal Opportunity Employer.

<b>Position Title:</b>	Program and Outreach Coordinator	<b>Grade Level:</b>	Level C
<b>Department</b>	Council on Aging	<b>Date:</b>	May 2022
<b>Reports to:</b>	Council on Aging Director	<b>FLSA Status</b>	Non-Exempt

## DEFINITION

Coordinates outreach activities and provides programmatic and administrative support for the Council on Aging.

## PURPOSE

The purpose of this position is to support all COA functions and includes assuming the role of the COA Director when necessary. Tasks specific to the Program and Outreach Coordinator are to manage the Outreach and Meals on Wheels Programs, prepare the newsletter, identify and coordinate programming with the Director, and perform routine administrative tasks.

## ESSENTIAL FUNCTIONS

*The essential functions or duties listed below are intended only as illustrations of the various type 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.*

- Performs office tasks and duties for the COA; answers the phone, retrieves messages and returns calls; greets and processes walk-in client's needs; assists seniors with sign-ups, scheduling, and program registration; prepares preliminary monthly turnover sheets; enters data and prepares reports in My Senior Center.
- Coordinates outreach which may include home visits and assisting family members in locating services. Situations that may create the need for support include financial and benefits issues, mental and physical health issues, isolation, hoarding, and lack of resources such as food, fuel, medication, and legal advice.
- Assists seniors with local, state, and federal applications including SNAP, DTA Senior Assistance, fuel assistance, Social Security, referrals to Veterans Affairs, SHINE, and others.
- Provides seniors and their families with resources and referrals to home healthcare, legal assistance, assisted living and nursing home communities, caregivers support, and grief counseling.
- Manages weekly Meals on Wheels Program: coordinates with service agency, organizes volunteers and deliveries, and coordinates changing schedules of clients.
- Assists Director and Board with monthly Grab & Go sponsorships and preparation and with special holiday meals or events
- Assists in program development and the delivery of activities and events such as craft classes, games, lectures, exercise and health programs, the Summer BBQ, holiday events, and entertainment.
- Coordinates monthly newsletter production by providing content and creating calendar, creating draft and coordinating printing/delivery with printers, and ensuring supplies for newsletter distribution (labels, etc.) are made available to volunteers.

- Prepares flyers and advertises COA-sponsored programs by posting around town, sending to newspapers, and posting on social media (NextDoor, Facebook).
- Maintains and updates My Senior Center weekly: Enters all classes, participants, events, and outreach activities, and prepares reports. Assists with other data collection and program reporting for state and other regulatory bodies.
- Performs general office and kitchen supply management and ordering. Provides day to day maintenance and upkeep of the COA common areas and kitchen (move chairs/tables as needed, tidy kitchen and coffee areas).
- Assists with the recruitment and training of volunteers.
- Assists the Director with the creation of the department's submission of data for annual budget and the preparation of grant applications and reports, especially the Formula Grant and Cultural Council Grants.
- Performs other related duties under the direction of the COA Director.

## SUPERVISION

*Supervision Scope:* Performs varied and responsible duties requiring a knowledge of departmental operations and the exercise of judgement and initiative to perform duties, complete assigned tasks, and analyze the facts or circumstances surrounding individual problems.

*Supervision Received:* Works under the direction of the Director, generally establishing own daily work plan as the calendar and schedule dictate and choosing between appropriate courses of action to achieve defined objectives. The Director provides additional, specific instruction for new, difficult, or unusual assignments, including suggested work methods. The employee refers unusual situations to the Director for advice and further instructions.

*Supervision Given:* Supervises Meals on Wheels volunteers. In absence of the Director, assumes all necessary duties and responsibilities of the Director under the supervision of the Town Administrator and COA Board.

## JUDGMENT

The work requires examining, analyzing, and evaluating facts and circumstances surrounding individual problems, situations, or transactions, and determining actions to be taken within the limits of standard or accepted practices. Guidelines include a body of policies, practices, and precedents. Judgment is used in analyzing specific situations to determine appropriate actions. Employee is expected to weigh efficiency and relative priorities in conjunction with procedural concerns in decision making. Requires understanding, interpreting, and applying federal, state and local regulations.

## COMPLEXITY

The work consists of a variety of duties which generally follow standardized practices, procedures, regulations, or guidelines. The sequence of work and/or the procedures followed vary according to the nature of the transaction and/or the information involved, or sought, in a particular situation.

## NATURE AND PURPOSE OF CONTACTS

Relationships with co-workers, the public, groups and/or individuals such as peers from other organizations, and representatives of professional organizations are of utmost importance. The employee serves as a spokesperson or recognized authority of the organization in matters of considerable importance, including municipal practices, procedures, regulations or guidelines. May be required to discuss controversial matters where tact is required to avoid friction and obtain cooperation.

## CONFIDENTIALITY

Employee has access to a variety of sensitive and confidential information.

## EDUCATION, TRAINING AND EXPERIENCE

Associates or College Degree preferred; a minimum of 2-3 years of administrative experience is required; experience working with public and particularly senior citizens preferred, especially in a COA setting, or any equivalent combination of education and experience. A valid driver's license and willingness to transport self for job-related purposes. CPR and ServSafe certification preferred.

## KNOWLEDGE, ABILITY, AND SKILLS

Must have:

- Thorough knowledge of office practices and procedures.
- Working knowledge of Massachusetts General Laws and town By-Laws.
- Familiarity with needs and habits of seniors who live independently in single family residences or in senior communities preferred.
- Excellent communication and customer service skills; ability to deal tactfully with seniors and their families, other departments, staff, and the public and to perform detailed work despite frequent interruptions; ability to maintain effective working relationships.
- Computer and database skills with proficiency in using My Senior Center highly preferred; proficiency with Publisher and PowerPoint beneficial for newsletter preparation.
- Excellent writing, lay-out, editing, and proofreading skills.
- Organizational skills and the ability to maintain accurate, up-to-date, and detailed records.

## WORK ENVIRONMENT

The work environment is typical of municipal offices and facilities where administrative work is performed simultaneously with running group programming.

## PHYSICAL, MOTOR, AND VISUAL SKILLS

*Physical Skills:*

Minimal physical demands are required to perform most of the work. The work principally involves sitting, with intermittent periods of stooping, walking, and standing. May be required to lift objects such as files, boxes of papers, office supplies, and office equipment weighing up to 30 pounds.

*Motor Skills:*

Duties are largely mental rather than physical, but the job may occasionally require minimal motor skills for activities such as moving objects, using office equipment, including but not limited to telephones, personal computers, handheld technology, and other office equipment.

*Visual Skills:*

Visual demands require routinely reading documents for general understanding and analytical purposes.