Town of Harwich, Massachusetts

**Position Title**: Program Specialist III

**Grade**: HEA 8

**Department**: Council on Aging

# Statement of Duties

Working under the general supervision of the Council on Aging Director, responsible for the planning, development, scheduling, publicizing, implementation, and assessment of departmental programs. Programs are offered with the goals of advancing the department’s mission, reaching broader segments of older adults in Harwich, and serving the varying needs of this diverse population. Programs should provide opportunities for meaningful engagement and include health and wellness, education, socialization, special interest, and connection to community and professional resources. Departmental programs and services are provided with the support of volunteers and through relationships with professional vendors. Position will recruit, place, train, and oversee volunteers to ensure quality of services. Position will also serve as point of contact with vendors, ensure compliance with insurance and licensure requirements, and evaluate program effectiveness.

# Essential Functions

*The essential function or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statement of duties does not exclude them from the position if work is similar, related, or a logical assignment to the position.*

Programming

* Develop, plan, schedule, implement, and evaluate departmental programs.
* Serve as point of contact for program vendors and ensure vendor compliance with insurance, licensure, and other credentialing requirements.
* Implement expanded remote programming and hybrid remote-onsite programming.
* Coordinate the volunteer medical ride program. Volunteer Coordinator
* Recruit and train qualified volunteers to meet departmental and community needs.
* Maintain required, confidential paperwork/documentation, including CORI/SORI checks for all volunteers, specialized documentation for function-specific tasks (e.g. for volunteer medical driver program).
* Assign and oversee all volunteer work, provided both on site and in the community (e.g. Friendly Visitor, Telephone Reassurance, Volunteer Medical Transportation, Lunch Distribution, etc.)
* Organize Volunteer Recognition events in collaboration with Director and COA Board of Directors.

Publicity

* Responsible for departmental and program-specific publicity, including program-specific flyers, brochures, etc.
* Update and maintain COA website; create and manage COA social media accounts.
* Assist with bimonthly newsletter development in collaboration with Director.
* Disseminate information about programs and resources to local print media, on radio, on Channel 18, and to other local and public-facing organizations (other Town buildings including Library and Town Hall, local senior living and assisted living facilities, medical offices, etc.)

Performs other similar or related duties, as required or as situation dictates.

# Supervision

Position will directly supervise departmental volunteers to provide core services. Position will also provide oversight of program vendors, ensuring compliance with mission and other insurance/licensure requirements.

# Education and Experience

A candidate for this position must have a Bachelor’s Degree and three (3) to five (5) years of related experience.

# Knowledge, Skills, and Abilities

Knowledge:

* Thorough knowledge of the needs of older adults
* Knowledge of program development and event planning
* Knowledge of community, local resources, and municipal government
* Knowledge of marketing, print, web-based, and social media, and communications
* Knowledge of remote programming platforms (e.g. Zoom, GoToMeeting, Microsoft Teams) Skills:
* Excellent written and oral communication skills
* Vendor management skills
* Project planning and management
* Program evaluation
* Visual creativity for developing program materials, brochures, etc
* Advanced computer skills including Office Suite skills and design platforms (Canva, Adobe, etc.). Ability to learn new departmental or program-specific software quickly.
* Excellent customer service skills

Abilities

* Ability to work with diverse participants with varying needs, cognitive capacities, abilities, and interests, both individually and in group settings.
* Ability to diffuse situations that could occur in a variety of different workplace settings
* Abilities to work with older adults, families, and caregivers in a sensitive and effective manner.
* Ability to work capably with confidential information
* Ability to maintain accurate and detailed records
* Ability to work independently, to prioritize work, and perform multiple tasks in a detailed and organized manner to meet deadlines.

# Licenses and Certifications

* CPR/First Aid certified
* Certification in at least one evidence-based aging related program (e.g. Matter of Balance, Aging Mastery, Chronic Disease Self-Management, Fall Prevention, Behavioral Health, etc.) obtained within one (1) year of hiring

# Tools and Equipment Used

Equipment operated includes general office machines, computers, audiovisual equipment (e.g. projector, screen, speakers, DVD player, microphones, assisted listening devices), and

program-specific equipment. Job requires occasional set up of chairs, tables, and other equipment required for events and programs.

# Physical Demands

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.

While performing the duties of this job, the employee is frequently required to stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms; and talk, see, and hear. At various times, work will require strength and agility to stoop, bend, reach, stand, walk, and occasionally lift and/or move up to 30 pounds while assisting with programs and assisting clients with mobility. Employee must be able to climb stairs in a variety of community settings. Vision and hearing must be correctable to “normal” ranges for routine use of equipment, including computers and phones, and the reading of documents for understanding, as well as communicating with vulnerable clients.

# Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work is conducted in both a typical office setting, with frequent interruptions, under moderate noise levels, and in community settings including public venues, other town offices, senior living facilities, and occasionally in clients’ homes.

Operates standard office equipment including telephone, computer, copier, and fax machine. Occasionally operates motor vehicle. Makes frequent contact with older adults with physical and cognitive impairments, caregivers and family members, community organizations, vendors, other town departments, and outside agencies. Contacts are made in person, by phone, email, and in writing.

Performs responsible duties of sensitive nature with access to confidential client, volunteer, and vendor information requiring judgment and initiative in the implementation and delivery of services.

Requires occasional evening and weekend work.

Errors could result in hardship to Town residents, delay or loss of service delivery, monetary loss, legal repercussions, harm to clients, and adverse public relations if errors are made, incorrect information is distributed, or for failure to ensure departmental and vendor compliance with policies, licensure, and other requirements.

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