

TOWN OF HAMILTON, MA
ASSISTANT COUNCIL ON AGING DIRECTOR / SOCIAL SERVICES SPECIALIST

Department	Assistant Council on Aging Director / Social Services Specialist
Reports to:	Council on Aging Director
Position Status:	Non- Exempt
Weekly Hours:	32
Salary Classification:	Grade 8

Position Summary/Purpose:

The purpose of this position is to support the Council on Aging by providing vital social services to the Town's older adult population while assisting the Director with general administrative functions. The Assistant COA Director / Social Services Specialist helps address the health, social, emotional, and financial needs of seniors through case management, counseling, outreach, and coordination with external resources. Additionally, the position provides limited administrative and programmatic support for Senior Center operations.

Supervision:

Supervision Received: Works under the general direction of the Council on Aging Director, following professional standards, procedures and policies.

Supervision Given: May provide direction to volunteers or part-time staff during programs or events but generally does not have formal supervisory duties.

Essential Job Functions:

(The essential functions or duties listed below are intended only as illustrations of the various types 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.)

Social Services Functions (Primary Responsibilities):

- Provide direct counseling and crisis intervention (medical, social, financial) via phone, in-person, and home visits.
- Conduct client assessments, develop individualized service plans, and coordinate access to public/private services.
- Maintain regular communication with client families, healthcare providers, and community agencies.
- Advocate on behalf of seniors to secure housing, food, insurance, financial aid, and other services.
- Perform outreach and accept referrals from public safety, faith-based groups, and local agencies.
- Maintain confidential records and submit monthly reports to the COA Director and Regional SHINE office.
- Lead specialized groups (e.g., low vision, caregiver support) and participate in local

- events or trainings.
- Write a monthly column for the COA newsletter and contribute content for flyers, press releases, and educational materials.
- Ensure compliance with mandated reporting and confidentiality standards (HIPAA).

Assistant Director Functions (Limited Scope):

- Assist with general operations of the Senior Center, including answering phones, greeting visitors, and managing basic inquiries.
- Provide administrative support to the Director by helping track participation, gather program feedback, and prepare light reports.
- Support coordination of activities, volunteer schedules, and community programs as needed.
- Serve as backup contact for transportation, meals, or other logistics in the Director's absence.

Help maintain the welcoming environment of the Senior Center and assist with day-of logistics for events.

Other Functions:

- Perform similar or related work as required, directed or as situation dictates.
- Continue training and professional development; keep current within geriatric field.
- Assist other department staff as needed to promote a team effort to serve the public.

Minimum Required Qualifications:

Education, Training and Experience:

Must have an associate's degree in social work, gerontology, or a related field (Bachelor's preferred); 2-3 years of experience in elder services, case management, or social work, or an equivalent combination of education and experience

Special Requirements:

- Valid Driver's License
- SHINE certification (or ability to obtain within 6 months)
- CPR, First Aid, AED certification (or ability to obtain within 6 months)
- ServeSafe certification preferred

Knowledge, Ability and Skill:

- Knowledge of elder services, benefits, and case management principles.
- Ability to assess needs, manage crises, and connect seniors to appropriate resources.
- Familiarity with federal/state programs, including Medicare, SNAP, housing, and utility assistance.
- Ability to manage confidential information and maintain accurate records.

- Strong written and verbal communication skills; ability to engage respectfully and effectively with older adults.
- Competence in Microsoft Office and basic data entry tools.
- Ability to work independently, prioritize tasks, and support a team-oriented environment.

Physical and Mental Requirements:

- Moderate physical effort required for outreach and event assistance.
- Frequent local travel for home visits and off-site events.
- Work is performed in an office and community setting with interruptions and client contact.
- Excellent interpersonal, listening, and observation skills. Ability to remain patient, flexible and reliable in addressing crisis situations and changing priorities.
- Aptitude for working with and explaining policies and procedures to people.
- High level of customer service skills to engender trust, including elders and families.

Job Environment:

Administrative work is performed in a moderately noisy office with frequent interruptions from service providers and agencies, the public and Town employees to provide information and deal with related issues and problems.

Frequently works in a non-office environment, requiring travel by private car, involving weather exposure, for in-home visits, health and informational events, meetings, visits to community sites, and related activities.

Requires the operation of a motor vehicle, cellular and other telephones, personal computers, copiers, facsimile machines, and other standard office equipment.

Makes frequent and periodic contact with elder clients and their families; state and senior resource agencies; healthcare providers; housing authorities; fuel, phone and utility companies; local churches; medical specialists; the Hamilton Foundation, and Police and Fire personnel, as well as other Town staff. Communication is frequently in person, by telephone, mail, and e-mail. Contacts require a high level of detail, empathy and professionalism.

Errors in judgment or omissions could result in legal ramifications and/or potential liability.

Has access to confidential information, including personal health and financial records.

Physical and Mental Requirements:

Work Environment

	None	Under 1/3	1/3 to 2/3	Over 2/3
Outdoor Weather Conditions			X	
Work in high, precarious places	X			

Work with toxic or caustic chemical	X			
Work with fumes or airborne particles	X			
Non weather related –extreme heat/cold	X			
Work near moving mechanical parts	X			
Risk of electrical shock	X			
Vibration	X			
Other- Driving		X		

Physical Activity

	None	Under 1/3	1/3 to 2/3	Over 2/3
Standing		X		
Walking		X		
Sitting				X
Talking & Hearing				X
Using hands/fingers to handle/feel				X
Climbing stairs		X		
Stooping, kneeling, crouching, crawling	X			
Reaching with hands and arms		X		
Tasting or smelling		X		
Bending, pulling, pushing		X		
Other - carrying items		X		

Lifting Requirements

	None	Under 1/3	1/3 to 2/3	Over 2/3
Up to 10 pounds			X	
Up to 25 pounds		X		
Up to 50 pounds	X			
Up to 75 pounds	X			
Up to 100 pounds	X			
Over 100 pounds	X			

Noise Levels

	None	Under 1/3	1/3 to 2/3	Over 2/3
Very Quiet (forest, isolation booth)	X			
Quiet (library, private office)			X	
Moderate noise (computer, light traffic)			X	
Loud Noise (heavy equipment/traffic)	X			
Very Loud (jack hammer work)	X			

Vision requirements

- ☒ Close vision (i.e. clear vision at 20 inches or less)
- ☒ Distance vision (i.e. clear vision at 20 feet or more)
- ☒ Color vision (i.e. ability to identify and distinguish colors)
- ☒ Peripheral vision (i.e. ability to observe an area that can be seen up and down or left and right while the eyes are fixed on a given point)
- ☒ Depth perception (i.e. three dimensional vision, ability to judge distances and

_____ spatial relationships)
_____ No special vision requirements

(This job description does not constitute an employment agreement between the employer and employee. It is used as a guide for personnel actions and is subject to change by the employer as the needs of the employer and requirements of the job change.)