



## Town of Needham Massachusetts

Town of Needham	Assistant Director of Aging Services for Counseling and Volunteers	
Health & Human Services, Aging Services Division	Grade: GE-21	Status: Full-Time

### **Overview:**

Under the direction of the Director of Aging Services (the Director), the Assistant Director of Aging Services for Counseling and Volunteers (the Assistant Director) is an important member of the leadership team for the Aging Services Division. He/she may administer the activities and operations of the Center at the Heights (CATH) in the absence of the Director, and may represent Needham to boards and committees.

The Assistant Director manages a team of volunteers to support and assist the operations of the CATH, and a team of mental health clinicians to counsel and assist seniors and their families. He/she supervises a team of two full-time and one part-time mental health clinicians, up to two clinical interns, a full-time program coordinator, and an average of six CATH volunteers per day.

### **Duties:**

The Assistant Director manages a diverse team of 11 employees, interns, and volunteers at any one time. This group includes two full-time and one part-time mental health clinicians, one or two graduate-level clinical interns, a handful of volunteers at any given time from the more than two dozen volunteers supporting the CATH on an annual basis, and its operations at the front desk, the congregate lunch program, and the Gift Shop.

The primary area of responsibility for the Assistant Director will be the management and direction of a team of mental health clinicians, including full-time and part-time staff and interns during the traditional weekday hours and as the Division expands its offerings into weekday evenings and Saturdays. The team is engaged in mental health and counseling for Needham's seniors and their families, and has expertise in issues including domestic violence, mental health and suicidality, and substance use prevention. The team will provide therapy for clients, will arrange programs and services, and will coordinate referrals to other providers where appropriate.

The Assistant Director provides management and clinical supervision to the mental health team, and recommends mental health and counseling-related policies and procedures for

the consideration of the Director. He/she is responsible for establishing and maintaining a detailed system and accompanying processes to maintain records of counseling and services, keep them confidential, and retain them in alignment with the Public Records Retention Schedule.

The Assistant Director and his/her mental health team:

- perform crisis interventions;
- provide short-term individual, family, and group counseling and therapy services for Needham's seniors;
- provide psychological assessment and referral to clinical, mental health, and protective services agencies;
- perform clinical intakes and coordinates case planning and case management;
- monitor progress of cases through communication and/or consultation with collateral contacts; and
- as needed may perform on-site visits to home, work sites and other locations.

The Assistant Director recruits, trains, and manages an average of six volunteers present in CATH at any given time. Those volunteers are drawn from a larger group of more than two dozen volunteers who provide staffing and support for the Front Desk/Greeters Program, the Gift Shop, and the Springwell Congregate Lunch Program. The Assistant Director is responsible for implementing a comprehensive program for all volunteers so that the volunteers:

- are actively engaged;
- are informed about CATH and all its programs and services;
- work at a consistent and productive level; and
- demonstrate professionalism and commitment to Needham's seniors.

The Assistant Director supports the Aging Services Division's efforts to publicize programs and services in a manner so as to attract the broadest possible group of participants. He/she provides content for each issue of the Senior Compass, publicizes activities and services through social media, and updates Town websites.

The Assistant Director supports and assists the Director with the development of the Aging Services Division's annual report and with other publications including grant reports, state progress reports, and program summary materials.

The Assistant Director researches, develops, implements, and delivers a quality assessment tool which assesses the quality and effectiveness of the mental health counseling services offered at the CATH. This assessment allows the Assistant Director and his/her team to better understand the needs of seniors and gives them insight into the successes and areas for improvement within the mental health program.

The Assistant Director identifies and prioritizes the community's mental health needs through input from residents, clients, staff, Director, board members, other town departments, and through the analysis of statistical data and client surveys and

evaluations. Additionally, the Assistant Director for Counseling and Volunteers assists and supports the Assistant Director of Aging Services for Programs and Transportation by planning and developing daytime, evening, and weekend programs and workshops on senior mental health and wellness issues through collaboration with area universities, hospitals, local non-profit agencies, and other Town Departments.

The Assistant Director pursues collaborations (programmatic, project-based, and counseling-related) with other Town departments and with community partners. He/she informs the community and community partner agencies about the Aging Services Division and its work. The Assistant Director serves as an important member of the Needham Police Department's Community Crisis Intervention Team (CCIT).

The Assistant Director supports and assists the Director with the development of the Aging Services Division's annual report and with other publications including grant reports, state progress reports, and program summary materials.

The Assistant Director actively seeks out additional resources and alternate funding sources to support additional programs and services for Needham's seniors. He/she drafts grant applications and pursues funding sources outside of the Town operating budget. The Assistant Director assists and supports the Director in the financial and administrative operations of the CATH and of the Aging Services Division.

When requested or in the absence of the Director, the Assistant Director may administer the operations and activities of the Center at the Heights and he/she may facilitate and provide support for the Council on Aging (Board), the Advisory Board, and the Friends of the Center at the Heights. The Assistant Director may represent the Aging Services Division and the Division's Director at local, regional, and statewide meetings as requested, and he/she performs other duties as assigned.

**Basic Knowledge:** The position of Assistant Director requires an advanced clinical credential that provides for the supervision of mental health clinicians; that, in turn, necessitates that the position of Assistant Director of Aging Services for Counseling and Volunteers requires a master's degree in mental health, social work, or counseling.

**Experience:** The position of Assistant Director requires three (3) to five (5) years' work experience in human services, public administration, social work, mental health, public health, gerontology or elder services. It also requires at least one year of experience as a clinical supervisor. Work experience as a volunteer, intern, or part-time employee may be considered to fulfill a pro-rated portion of the overall work requirement but will not be considered to fulfill the clinical supervision work requirement.

**Required Credential:** The position of Assistant Director requires active and valid Commonwealth of Massachusetts licensure as a licensed independent clinical social worker, a licensed mental health counselor, a licensed psychologist, or a similar type of licensure as a clinical/counseling professional, or the ability to attain such licensure within

a period of six (6) months from the date of hire.

**Independent Action:** The Assistant Director functions independently within a broad area of responsibility and with limited direct supervision; he/she uses discretion and judgment to make important policy and program decisions, and refers truly unusual problems to the Director of Aging Services for guidance. His/her work is guided by the policies and procedures of the Town of Needham, and of the Health & Human Services (HHS) Department, and the Aging Services Division, along with the mandates and responsibilities of his/her clinical licensure.

The Assistant Director may function as the Acting Director if needed and, when assigned, will administer the operations and activities of the Center at the Heights and provide support to the Council on Aging, the COA Advisory Board, or the Friends of the Center at the Heights.

**Supervisory Responsibility:** Directly supervise a team of professionals including three or more full-time and part-time mental health clinicians, two clinical interns, and a program coordinator. The Assistant Director is responsible for the training and direct supervision of volunteers in various roles at the Center at the Heights, of which there will be up to five volunteers on-site at any given time.

**Physical and Environmental Standards:**

- Frequent periods spent in office environments, including scheduled client counseling sessions both on and off-site.
- Occasional interruptions to assist Needham seniors, program participants, SHINE volunteers, and other patrons of the Center at the Heights.
- May spend moderate periods using computers, telephones, and touch screen devices, or operating other office machines, requiring eye-hand coordination and finger dexterity.
- Occasional lifting and carrying of files, documents, records, etc. and periodic moving of furniture

**Other Requirements:**

- Possession of a valid state-issued driver's license.

*Please note that this job description does not constitute an employment agreement between the employer and the employee, and is subject to change by the employer as the needs of the employer and the requirements of the job develop.*