

Program Coordinator

Hadley Council on Aging

19 hours per week

POSITION SUMMARY

Develop and implement COA events, activities, classes, or trips based on the needs and interest of Hadley residents aged 60 or older, in accordance with the Hadley COA's mission to enrich and support healthy aging and independence of its older adult residents. Complete all administrative duties associated with coordination of events, activities, and programs.

ESSENTIAL FUNCTIONS

The essential functions or duties listed below are illustrations of the type of work 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.

Assess the needs and interests of Hadley Seniors and facilitates COA programs

- Encourages participation in activities and education programs to promote well-being and healthy life styles
- Keeps current with active older adult trends and consistently seeks new programmatic ideas
- Identifies and implements outcome driven programs, conducting evaluations as needed.
- Accepts program feedback, comments and ideas from Hadley seniors.
- Assists clients in determining activities that match their interests and needs
- Manages details of events and activities to ensure a positive experience for participants, volunteers, instructors and program facilitators/speakers. Communicates details with COA staff/volunteers
- Monitors attendance
- Evaluates programs on a regular basis
- Maintains relationships with other COAs, Town Departments, community groups and service providers for the purpose of education, advocacy and networking.
- Acts as a liaison between the COA and greater community
- Informs clients and community of programs and services provided by COA through public relations including press releases, cable slides, flyers, announcements, website, and phone calls.
- Monitors and tracks participant fees collected, instructor/performer/speaker stipends or payments, and the general activity budget.
- Share with Director any concerns, questions or unusual situations when necessary.

KNOWLEDGE, ABILITY & SKILL

- Must be computer and web literate.
- Ability to work on multiple projects, in various stages of development at once, with regular interruptions.
- Excellent customer service: Ability to be pleasant, patient and flexible
- Ability to treat clients with respect and always maintain confidentiality
- Exhibit excellent public relation skills and be sensitive to the unique needs of seniors.
- Good written skills

- Be self-motivated and able to work independently

RECOMMENDED MINIMUM QUALIFICATIONS:

Education, Training & Experience: Bachelor's degree in human services or related area of study: three years' experience as an activity professional and coordinator of large and small group activities and/or experience in social services, health, or related field (preferably with the elderly: or an equivalent combination of education and experience. Experience in supervising volunteers or staff. Training and/or experience in public relations a plus.

Knowledge: Thorough knowledge of senior issues, recreational, educational and wellness activity planning. Knowledge of social service and governmental agencies which support the elderly. Knowledge of local resources. Basic knowledge of departmental operations and the laws/rules/regulations governing the department. Knowledge of the physical and cognitive limitations of the elderly, experience with dementia population a plus.

Ability: Ability to develop effective and constructive relationships with program participants, volunteers/instructors, service providers, and the general public in both a group and private setting. Ability to assess the needs of participants and design and coordinate appropriate programs. Able to manage crisis situations and sensitive issues. Ability to work and to maintain confidential information.

Skill: Excellent public relation skills required including verbal and written skills as well as public speaking. Excellent customer service/interpersonal communication skills and sensitivity to the unique needs of senior clients, low-income clients, and volunteers. An outgoing, positive attitude with a high level of patience and tact is a must. Detail oriented and skilled in computer applications including word processing, spreadsheets, Power Point, and data base programs, along with the use of multi-line telephones, copiers, scanners and faxes.

Special Requirements: Ability to work a rare night or weekend event.

PHYSICAL REQUIREMENTS:

The employee primarily works in an office, and throughout the Senior Center. Employee is required to sit, talk, listen, stand, walk, stoop, and reach with hands and arms to access documents, files, equipment, sometimes up to 25 pounds. The position has normal vision requirements.

Applicant must be able to pass a CORI check, and attain BLS/AED certification within 6 months of hiring.

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 requirements of the job change.

Please send a letter of interest with resume to: **Emails preferred:** coa@hadleyma.org

Suzanne Travisano, Director

Hadley Council on Aging, 46 Middle St. Hadley, MA 01035

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