

TITLE: PROGRAM AIDE (Elder Programs)
LEVEL: \$10.00hr (Variable time)
DEPARTMENT: COMMUNITY SERVICES Council on Aging Division

FUNCTION: Responsible for effectively coordinating program activities at assigned site(s) according to the objectives, policies, procedures and standards of Center programs.

SUPERVISION RECEIVED: Reports to the Center Coordinator.

SUPERVISION EXERCISED: None.

RESPONSIBILITIES: The Program Aide is an integral part of team that delivers senior services, including communication, planning and evaluation of programs

Observes and assists with planning/implementation of daily program activities. Interacts with patrons, and encourages and supports their participation in program activities. Performs duties as required, including, but not limited to, introducing programs, serving refreshments and shopping for snacks/ supplies.

Maintains good working relationships with other program staff, support personnel, volunteers and instructors at all Sites. Acts as liaison for visitors, special events and changes in schedule, space or daily program activities.

Supports and monitors the work of volunteers, ensuring activities are focused on assisting and working on behalf of the patrons.

Documents and maintains all reports of daily, weekly and monthly attendance. Provides weekly and/or daily (as applicable) verbal reports to the assigned supervisor alerting him/her to activities, progress, problems and concerns.

EDUCATION AND EXPERIENCE: High school diploma/GED required. Knowledge and experience working with older adults. Spanish speaking preferred.

NECESSARY KNOWLEDGE, SKILLS AND ABILITIES: Must be resourceful, creative and motivating with the ability to forge positive relationships with the public and staff. Competent user of Microsoft Office Outlook, Word and other computer programs as required. Ability to listen and communicate effectively with a variety of people from varying backgrounds. Reliable, willing to take initiative and work independently. Ability to travel to and from all City Program Sites.

SPECIAL REQUIREMENTS: Possession of a valid Massachusetts driver's license with good driving record. Operates motor vehicle on a regular basis. Must have a

Criminal Offender Record Information (CORI) check, mandatory by MGL Chapter 6 section 172C.

Must complete any recommended trainings and classes for the enhancement of job knowledge and performance, to include, but not limited to: CPR and Elder Abuse Training.

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 talk or hear; sit; use hands to finger, handle, feel, or operate objects, tools or controls; reach with hands and arms. The employee is occasionally required to stand or walk.

The employee must occasionally lift and/or move up to ten pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and the ability to adjust focus.

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.

SELECTION GUIDELINES: Formal application, rating of education and experience, oral interview and reference check and job-related tests may be required.

The duties listed above 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.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.