The Town of North Andover is accepting applications for the position of:

Assistant Director of Elder Services
Elder Services

***Starting Salary Range: $66,397 - $94,815 commensurate with experience**
Full-Time With Excellent Benefits

Benefits include health and dental insurance, paid holidays, generous paid time off, FSAs, deferred compensation plan, and more!

* Candidates' qualifications and experience and internal pay equity will be considered.

Candidates are *required* to submit a completed Town of North Andover Employment Application along with a resume and cover letter to jobs@northandoverma.gov in order to be considered for this position. The Employment Application is available on the Town's website here. Applications will be reviewed on a rolling basis.

GENERAL PURPOSE

Under the general direction of the Community Support Services Division Director/ Director of Elder Services, the Assistant Director plays a key leadership role in advancing the mission of the Elder Services Department and delivering impactful services to the town of North Andover. This position supports strategic planning, development, and execution of programs, supervises staff, represents the Elder Services Department in regional networks, and ensures the operational efficiency of the Senior Center. The Assistant Director serves as a senior member of the Department's leadership team and assumes responsibility for day-to-day operations in the Director's absence.

ESSENTIAL DUTIES AND RESPONSIBILITIES

An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function to satisfaction.

- Oversees the Outreach Program; may visit homes of senior citizens or other locations to assist in identifying their needs and ensure that adequate assistance and services have been provided.
- Provide one on one support to those seeking resources from the senior center.
- Works with a variety of professionals, agencies and organizations in the community to achieve program goals and objectives and expand outreach.
- Oversees the transportation program. Works closely with the van drivers and receptionist scheduling daily rides and monitors the NEET program.
- Identifies and prioritizes the needs of older adults through input from residents, clients, staff, Board members, and other Town departments.

- Assists with the hiring, training, assigning and oversight the work of staff; makes recommendations to supervisor, and Human Resources, as appropriate on performance evaluations and personnel matters; oversees contracted staff and volunteers.
- Provide information for bi-monthly newsletter.
- Assists with the oversight of the operations of Senior Center; assists with developing and monitoring the operating budget.
- Interacts with senior citizens that visit the Center and arranges for outreach programs as needed.
- Assist with arrangement of direct care services including dissemination of Elder Services information, coordinating referrals, and assisting families in the coordination of long-term care.
- Maintain up-to-date knowledge of elder services, program funding and legislative developments affecting the older population.
- Organize and support community events and educational workshops.
- Researches, plans, develops and submits applications for available grants and other sources of funds; arranges in-kind donations; maintains appropriate records and reports.
- Works with the Friends of North Andover Seniors with their efforts to support North Andover's older population.
- Assist in developing new and unique ways to improve the Elder Services Department's programs and services.
- May attends conferences and other educational sessions and participates on committees within the Massachusetts Council on Aging network;
- Provides effective and efficient customer service and promotes and maintains responsive community relations.
- Acts as a State mandated reporter of Elder Abuse.
- Acts as Acting Director in the absence of the Director of Elder Services.
- Appropriately safeguards confidential information.
- Exercises good judgment.
- Follows safe work practices.

QUALIFICATIONS

Required Education, Training and Experience:

Graduation from an accredited college or university with an Associate's Degree in Human Services, Gerontology or a related field; supplemented by at least 5 years of experience working in a community setting with elders; or any equivalent combination of training and experience which provides the following knowledge, ability and skills:

Knowledge of:

- Gerontology and human services management.
- Federal, state, regional and local resources available to the elderly.
- Federal and state regulations pertaining to programs for the elderly.
- Grant writing techniques.
- The use of standard office equipment including computers and relevant software programs.

Ability to:

- Anticipate and respond to the needs of elder citizens.
- Balance multiple priorities and initiatives.
- Provide support and referrals with patience and kind manner while maintaining boundaries.
- Prepare and administer grants and maintain accurate records.
- Maintain confidentiality.
- Assign and supervise the work of others; motivate employees to work toward common goals.
- Build collaborative relationships.
- Exercise good judgment.

Skilled in:

- Oral and written communication.
- Public relations
- Customer service, problem solving, and troubleshooting.
- Strategic thinking and troubleshooting.
- Google Suite, Canva, Munis

NECESSARY SPECIAL REQUIREMENTS & CREDENTIALS

- Must maintain a valid driver's license

PHYSICAL REQUIREMENTS

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.

- Work is performed mostly in an office setting; hand-eye coordination is necessary to operate computers and various pieces of office equipment. Specific vision abilities required by this job include close vision and the ability to adjust focus.
- While performing the duties of this job, the employee is frequently required to sit, stand, walk, bend, talk and hear; use hands and fingers to handle, feel, or operate objects, tools, or controls and reach with hands and arms.
- The employee is occasionally required to balance, stoop, or kneel.
- The employee is occasionally exposed to unpleasant conditions such as odors, noise, and adverse weather conditions.
- The employee must occasionally lift and/or move up to twenty-five (25) pounds.

SUPERVISION

Supervision Received: Community Support Services Division/Director of Elder Services
Supervision Given: None

SELECTION GUIDELINES

Selections shall be made on the basis of qualifications, ability, and dependability. Formal application, rating of education and experience, oral interview, 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.

External and internal applicants, as well as position incumbents who become disabled as defined under the Americans 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.

The job posting 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.

APPLICATION PROCESS

All applicants are required to submit a resume, cover letter, and a completed Town of North Andover employment application by e-mail to: jobs@northandoverma.gov, or by mail or hand delivery to Human Resources Department, Town of North Andover, 120 Main Street, North Andover, MA 01845. Resumes may be attached to the employment application but may not serve as a substitute for completing the required employment application. The Employment Application may be obtained on the Town's website here, or by visiting the Human Resources Department, or by calling (978) 688-9526.

Applicants will be required to undergo CORI screening

Candidates will be considered on a rolling basis.

Applications will be reviewed on an ongoing basis and the most highly qualified candidates will be invited to one or more interviews. Individuals who need accommodations in order to participate in this process should contact the Human Resources Department at (978) 688-9526.

Questions regarding this hiring process should be addressed to:
Human Resources Department
Town of North Andover
120 Main Street
North Andover, MA 01845
(978) 688-9526

Posted: November 18, 2026