



Director of Elder Services

Andover, MA (36,937 pop.), is a beautiful and historic community located in Massachusetts' Essex County, approximately 22 miles north of Boston. The quality of life is enhanced by the Town's abundant natural resources, reputable school system, commitment to public safety, and active civic life. Andover has a vibrant downtown district and strong commercial and industrial sector. The Town has a AAA rating, strong finances, and healthy reserves. Andover is led by a five-member Board of Selectmen, has an open town meeting form of government, and a total FY20 budget of approximately \$201 million.

Andover is seeking an experienced professional with exceptional leadership skills to serve as its next Director of Elder Services. The successful candidate will have a Bachelor's degree (Master's preferred) in a relevant field and at least five to seven years of experience managing complex, service-focused organizations, with exceptional planning, management, organizational, and supervisory skills. Candidates should have a demonstrable background in financial management including the ability to procure grants, initiate fee-for-service programming, and secure government reimbursements where possible; the ability to analyze human service and geriatric program issues and to develop relevant and realistic plans, programs, and recommendations; and a strong aptitude for marketing programs and ideas.

Annual salary: \$80K to \$100K. The successful candidate will receive an attractive compensation package including health and retirement plans, commensurate with qualifications and experience. The Town of Andover is an Equal Opportunity/Affirmative Action Employer.



The Welcome Lounge proposed for expanded Senior Center at Punchard.

Challenges and Opportunities

Senior Center at Punchard

It is an exciting time for the Senior Center at Punchard. In April, Town Meeting approved a request for construction of the renovation and expansion of the Senior Center at Punchard. The next Director of Elder Services will play a critical role in overseeing this important project and in transitioning to the new facility.

Elder Services is a division of the Department of Community Services. The Director of Elder Services, who reports to the Director of Community Services, is an integral part of the department's leadership team. Other divisions within the department are: Recreation, Veterans Services, and Youth Services.

Services

There are currently 6,447 senior residents living in the community. The Andover Elder Services Division provides myriad services for its clients. These services include: social day care; congregate and home-delivered meals; handicapped-accessible transportation; case management services; volunteer opportunities; and cultural, educational, and health and wellness programming.

Finances

The Elder Services department has a budget of approximately \$645,000 for FY20, including about \$106,000 from program revenues and grants. The [Council on Aging](#) provides input and guidance to the Elder Services Division, and there is an active [Andover Senior Community Friends](#) organization in town.

Staffing

The Director of Elder Services supervises a staff of 10 or more full-time equivalents, plus up to 200 volunteers. Staffing includes the following positions: Outreach Coordinators; Program Coordinator; Adult Social Day Care Coordinator; Food Service Coordinator; Office Assistants; part-time Office Assistant/Volunteer Coordinator; Intake Assistant/Transportation Coordinator; part-time Outreach Coordinator; part-time Day Care Aide; 1.5 FTE Drivers; and part-time Food Service Workers.

The Ideal Candidate

- Bachelor's degree required, with a Master's degree in a relevant field preferred.
- 5-7 years of experience managing complex, service-focused organizations.
- Skilled in leadership, financial management, and communications.
- Excellent written, verbal, and public relations skills.
- Highly organized, collaborative, approachable, creative, and decisive.
- Should enjoy working with people and particularly with seniors.
- Interested in growing organizations.
- Skilled at working with boards, peers, and stakeholders.

Important Links

- [Town of Andover](#)
- [Andover Elder Services](#)
- [Andover Council on Aging](#)
- [Senior Center Feasibility Study](#)
- [Facilities Master Plan](#)
- [Senior Center Renovation Video](#)
- ["There Is Something About Andover" TV](#)
- [Town Charter](#)
- [FY20 Budget & Financial Plan](#)
- [2018 Annual Report](#)
- [Job Description](#)



How To Apply

Send cover letters and resumes via email, in a single PDF, by Nov. 8, 2019, 5:00 p.m. to:

Apply@communityparadigm.com

**Subject: Andover Director of
Elder Services Search**

Questions regarding the position should be directed to:

Bernard Lynch, Principal
Community Paradigm Associates
Blynch@communityparadigm.com
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