

The Town of New Milford is hiring! The Town of New Milford Senior Center is currently accepting applications for the position listed below. Qualified and interested applicants should submit a resume, cover letter, three professional references, and a completed Town of New Milford employment application to [Personnel@newmilford.org](mailto:Personnel@newmilford.org)



## Town of New Milford Personnel Department

10 Main Street, New Milford, CT 06776  
Telephone (860)-355-6089 – Fax (860)-355-6031

### JOB CLASSIFICATION DESCRIPTION

**Job Title:** Elder Advisor/Municipal Agent  
**Department:** Senior Center

**Salary Group:** Grade 12  
NUTMEG Union  
40hrs/wk

#### **Job Summary:**

This class is accountable for performing a range of elder programs and services through needs assessment, community outreach, case-work practice and information dissemination. Provides access to resources for New Milford residents, over the age of 60 and their families.

**Supervision Received:** Reports to the Director of Senior Citizen Services.

#### **Example of Essential Duties:**

##### **Assessment /Case Management:**

Evaluates individual's capacity for self-direction and independent living; assesses elders' current situation in regard to issues of concern or safety; formulates plan with elder and/or family, establishing goals and utilizing community resources, federal, state, local, and other available program services; provides case management services when appropriate to ensure a continuum of care; recruits and monitors volunteer and/or paid personnel offering services to the elderly population; evaluates elders' living situations, taking action in situations of danger, abuse or exploitation.

##### **Advisory Services:**

Offers both short and long term options in private, confidential office, institutional or in the home setting; guides elders through periods of adjustment and loss; develops and facilitates support groups for elders and/or caregivers.

##### **Outreach/Information Delivery:**

Serves as a community resource for those seeking information and/or assistance on elderly benefit programs such as but not limited to Medicare and Social Security, nutritional/food programs - home-delivered and congregate meals, housing options, long term care insurance, reverse annuity mortgages, home care services, adult day care, residential placement, transportation, legal services, financial support, and volunteer services. Facilitates enrollment of elders in federal, state and local health, financial and other assistive programs such as, but not limited to Medicare and Medicare Savings, Medicaid, food assistance, Social Security, SSI -Supplemental Security Income, energy assistance, budget and financial assistance, loans and grants, renters rebate, and tax programs. Makes referrals and works closely with federal, state and local agencies and organizations regarding the safety and security of elders. Presents current resource information through public speaking engagements at the Senior Center and in the community. Publicizes material on benefits and resources for the elderly through workshops, seminars, the monthly Senior Center newsletter and local media.

**Knowledge, Skills and Ability:**

Extensive knowledge of the network of programs and resources for elders with a thorough understanding of the means to access services. Ability to work autonomously and to make independent decisions, while also working as a member of the Senior Center team to assist in administrative duties in making recommendations for budget and program enhancements. Participates in short/long term planning to meet the elderly service needs of the community. Knowledge of casework practices to counsel elders through difficult life decisions; demonstrates empathy and genuine regard for seniors and their caregivers. Proficiency in written statements and public speaking. Ability to work in a busy office setting, multitasking with frequent interruptions. Ability to perform job duties outside a traditional office setting, within a client's home or other location as required. Must bring competence under pressure from deadlines and changing schedules. Ability to deal effectively with the public, Town officials and professional associates. Ability to provide guidance and supervision effectively. Ability to prepare and maintain federal, state, local and internal reports with accuracy; skill at utilizing *MySeniorCenter* computer program, Town internet, e-mail and other computer systems. Required to attend courses, seminars and trainings to maintain elderly benefit resources and information, computer or other skills as needed.

**Education, Training and Experience:**

Minimum one year of experience in a public facing customer service, or consultative environment. Bachelor's Degree preferred Must have valid driver's license. Must obtain CHOICES Training within 6 months of employment. Veterans preferred.

(This job description lists duties necessary for salary/performance evaluation and is not representative of all job duties and functions.)

The Town of New Milford is an Equal Opportunity Employer.

Approved by Town Council 6/22/2015

Approved by Town Council during budget process 2007

Approved by Town Council 12/1/99  
 Updated 04/19/06, Approved by COA 6/06  
 Updated by Personnel and Sr. C. Director 9/06  
 Approved by Town Council 9/12/2016  
 Updated by Personnel 4-10-2025

**Working Conditions, Physical and Mental Requirements:** Works in an office setting that is subject to frequent interruptions and substantial contact with the public. Incumbents in this class must have adequate physical strength, stamina, physical agility and visual and auditory acuity, and must maintain such physical fitness as to be able to perform the duties of the class. A physical examination may be required.

**Frequency: Place an “X” in each box that is appropriate to your job.**

NEVER (N)	OCCASIONALLY (O)				FREQUENTLY (F)				CONSTANTLY (C)					
0 % of Shift	1-33% of Shift				34-66% of Shift				67-100% of Shift					
Frequency:	N	O	F	C	Frequency:	N	O	F	C	Frequency:	N	O	F	C
<b>Physical Demands</b>					Depth Perception		X							
Standing		X			Color Distinction		X							
Walking		X			Peripheral Vision		X							
Sitting			X		Driving		X							
Lifting		X			<b>Physical Strength:</b>									
Carrying		X			Little Physical Effort (-10 lbs.)		X							
Pushing		X			Light Work (-20 lbs.)		X							
Pulling		X			Medium Work (20-50 lbs.)		X							
Climbing		X			Heavy Work (50-100 lbs.)	X								
Balancing		X			Very Heavy Work (100+ lbs.)	X								
Stooping		X			<b>Environmental Conditions:</b>									
Kneeling		X			Cold (50 degrees F or less)		X							
Crouching		X			Heat (90 degrees F or more)		X							
Crawling		X			Temperature Changes		X							
Reaching		X			Wetness		X							
Handling		X			Humidity		X							
Grasping		X			Extreme Noise or Vibration		X							
Twisting		X			Exposure to Chemicals	X								
Feeling			X		Exposure to Gases and Fumes		X							
Talking			X		Exposure to Unpleasant Odors		X							
Hearing				X	Exposure to Bodily Fluids	X								
Repetitive Motion			X		Exposure to Dampness		X							
Hand/Eye/Foot Coordination			X		Confinement to a Small/Restricting Area	X								
Visual Acuity/Near			X		Mechanical Hazards	X								
Visual Acuity/Far			X		Physical Danger	X								

The above statements are intended to describe the general nature and level of work being performed by the employee assigned to this position. They are not to be construed as an exhaustive list of all job responsibilities and duties performed by personnel so classified.

The Town is an equal opportunity employer. In compliance with the Americans with Disabilities Act, the Town will provide reasonable accommodations to qualified individuals with disabilities and encourage both prospective and current employees to discuss potential accommodations with the Town when necessary.