



S&B JOB DESCRIPTION

Job Title: Center Director
Department: Center Operations/Senior Meal
Reports To: Center Operations Manager
Category: Part - Time
FLSA Status: Non-Exempt
Approved Date: 11/1/2017

SUMMARY

Responsible for planning and supervising a variety of services, group activities and programs that will enhance personal growth, socialization, independence and health for older adults. Responsible for outreach and marketing the senior center and congregate meal program in the community. Responsible for serving as community resource person to participants and overseeing the lunch program.

SUPERVISORY RESPONSIBILITIES

May direct the activities of up to 50 volunteers and /or SER Senior Employment Program workers; provides guidance, training and assistance; ensures compliance with all agency policies and procedures.

NUMBER OF EMPLOYEES SUPERVISED None

EDUCATION and/or EXPERIENCE

High school education or equivalent is required with some college preferred; however, a combination of education and experience may be substituted. A minimum of two years with group work and/or social services experience. General knowledge of aging process.

JOB SPECIFICATIONS, SKILLS and ABILITIES:

Must possess strong interpersonal and communication skills, abilities to develop unity and to work with individual older adults, as well as groups; abilities to problem solve, organize and manage structure.

LANGUAGE: **Bilingual English/Spanish required. Bilingual in Spanish/English is required for this location.**

MATHEMATICAL: The ability to keep numerical records and develops and produces reports.

COMPUTER: Abilities to handle E-Mail, assist participants in accessing information on the Internet; enter data into a reporting system, and to learn new technologies.

MARKETING: Must possess an understanding of the skills and application necessary to promote the growth and enhancement of participation in all programs of Sixty & Better.

DECISION MAKING RESPONSIBILITIES

Within agency guidelines and procedures: determines appropriate activities according to participants' needs and abilities, determines appropriate information and advice to participants, and manages the daily operations of the center.

INTERNAL CONTACTS:

Daily telephone and personal contact with staff members throughout the agency.

EXTERNAL CONTACTS:

Extensive daily telephone and personal contact with community leaders, seniors and participants.

CERTIFICATES, LICENSES, REGISTRATIONS

Must have own transportation and a valid Texas drivers license

Must be willing to use personal automobile for agency business

Must possess and maintain annual First Aid/CPR and Food Handlers certification.

CONSEQUENCE OF ERRORS:

Errors could result in loss of productive time, dissatisfaction and loss of clients, supporters and/or volunteers, financial loss for the agency, damage to agency reputation, and possible lawsuit against the agency. Attendance at agency staff meetings is required and aids in identifying and preventing errors regarding agency policies and procedures.

EXPOSURE TO CONFIDENTIAL INFORMATION:

Access to client personal and financial information and funding resources information; unauthorized release of information could result in unsatisfied clients, loss of clients, and/or funding, and possible lawsuit against the agency.

PHYSICAL DEMANDS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Ability to appropriately lift and/or assist participants is required.

Ability to lift food containers (approximately 40 pounds) is required.

Ability to bend, stoop, reach, turn, and twist

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. An ability to tolerate working in a sometimes stressful and demanding environment is essential.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

NOTE: According to location, duties may vary slightly.

1. Performs marketing and outreach functions by:

- a. identifying and contacting prospective or absent participants
- b. contacting churches, families, businesses and community organizations and providing information regarding center programs
- c. preparing newsletter and fliers
- d. preparing press releases

- e. developing and maintaining relationships with other agencies and organizations addressing the needs of seniors
- f. attending agency special events

2. Develops and directs programs and activities by:

- a. creating and developing programs and activities
- b. scheduling speakers, teachers and leaders
- c. recruiting and encouraging participants and community volunteers to be leaders or teachers
- d. leading and/or conducting programs and classes
- e. assigning volunteers to areas and/or tasks
- f. ensuring that refreshments are prepared
- g. recruiting, training and directing volunteers
- h. assisting at agency-wide events
- i. attending agency staff meetings and trainings

3. Serves as an advocate and provides personal attention to participants by:

- a. greeting participants and visitors
- b. directing participants to designated areas for activities
- c. handling complaints, problems and situations
- d. responding to questions
- e. providing counseling resource information
- f. assisting participants in completing forms when needed
- g. scheduling appointments for participants when needed
- h. making announcements and providing information regarding center activities
- i. obtaining and providing information for referral of seniors to appropriate service agencies
- j. maintaining contact with non-participant seniors in the community in need of supportive services
- k. assessing the needs of current and prospective participants
- l. maintaining contact with absent participants

4. Performs administrative duties by:

- a. calling in lunch order, checking reservations and attendance
- b. preparing reports, forms, records, correspondence and financial statements
- c. attending Center Council, center committee meetings, and participant meetings
- d. attending all staff in-service and training meetings
- e. serving on agency special events task force meetings as assigned
- f. obtaining and supervising building and equipment maintenance and service
- g. answering the telephone in the center
- h. opening and locking facility each day
- i. ensuring compliance with agency policies and procedures
- j. receiving and confirming delivery of daily meals and supplies
- k. ordering office and storeroom supplies
- l. conducting monthly fire drill, completing and submitting report
- m. preparing Food Bank signature list to ensure all eligible participants receive their grocery bags
- n. preparing activities calendars
- o. updating bulletin board
- p. collecting fees when applicable

- q. documenting building damage incurred as a result of facility rental and notifying appropriate individuals
- r. scheduling and arranging transportation for participants

5. Manages volunteers

- a. recruiting interviewing and interviewing center volunteers
- b. providing training for volunteers and conducting volunteer in-service meetings
- c. scheduling, monitoring, and supervising the activities of volunteers
- d. evaluating performance of volunteers
- e. counseling, discipline and terminating center volunteers, if necessary
- f. provides recognition to volunteers for their service.

Please send resumes to: Brandy L. Taylor, Director of Human Resources, 1400 Circle Drive, Suite 300, Ft. Worth, TX 76119; or faxed: 817- 413-4908; or email: btaylor@sixtyandbetter.org.

I have read and understand this job description.

Employee

Date