Town of Bourne

Supportive Day Manager

(Grade 6)

**Statement of Duties**

The Supportive Day Manager is responsible for supervising the adult day care program for elderly who are frail and/or have cognitive impairment. Work includes developing, implementing and promoting activities and program, assessing clients, supervising staff and volunteers, and performing administrative duties.

**Supervision**

Work is performed under the general direction of the Council on Aging Director. The employee plans and carries out the regular work in accordance with standard practices and previous training, with substantial responsibility for determining the sequence and timing of action and substantial independence in planning and organizing the work activities, including determining the work methods. The employee is expected to solve most problems of detail or unusual situations by adapting methods or interpreting instructions to resolve the particular problem. Instructions for new assignments or special projects usually consist of statement of desired objectives, deadlines and priorities. Technical and policy problems or changes in procedures are discussed with supervisor, by ordinarily the employee plans the work, lays it out and carries it through to completion independently. Work is general review only for technical adequacy, appropriateness of actions or decisions, and conformance with policy or other requirements; the methods used in arriving at the end result are not usually reviewed in detail.

Employee has access to confidential information of the department, including medical information of clients.

Position is responsible for the direct supervision of employees, volunteers and or season employees, and is responsible for assigning and evaluating the work of employees.

**Job Environment**

The work requires examining, analyzing and evaluating facts and circumstances surrounding individual problems, situations or transactions, and determining actions to be taken within the limits of standard or accepted practices. Guidelines include a large body of policies, practices and precedents which maybe complex or conflicting at times. Employee is expected to weigh efficiency and relative priorities in conjunction with procedural concerns in decision making. Errors could result in delay or loss of service, adverse public relations, and injury to self or others.

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The employee has constant contact with the public in person, on the phone, and via computer. The purpose for contact is to provide information and assistance regarding the day program, to plan and implement activities, and explain policies and procedures. Employee has frequent contact with other town departments, groups and organizations, and vendors to coordinate and perform work.

**Essential Duties**

*The statement contained in this job description reflect general details, as necessary, to describe the principal functions of this job, the level of knowledge and skill typically required, and the scope of responsibility. It should not be considered an all-inclusive work in other functional areas to cover absences or provide relief, to equalize peak work periods or otherwise to balance the workload.*

1. Oversees the daily operation of the Supportive Day Program, including the provision of hands-on interaction with program activities; Works collaboratively with staff, program participants, their families/caregivers, volunteers, visitors, COA Staff, Board of Directors, and all regulatory agencies.
2. Develops plans, organizes implements, evaluates and directs the Supportive Day Program and the Memory Café, supervises and schedules staff and volunteers, provides orientation and ongoing education information to all staff and volunteers.
3. Reviews the participant care plans and writes assessments, monitor expenses and client billing, orders all supplies for food and office.
4. Attends Council on Aging Board Meetings and provide monthly report regarding the Day Program and Memory Café
5. Develops, monitor and implements program policies and procedures
6. Interviews and assesses potential clients
7. Works with Activity Leader to review care plan and program activities making recommendations and changes when necessary.
8. Serves as role model and provides hands on assistance to the staff and volunteers so as to maximize the functioning of the program.
9. Promotes the program through networking, social media, advertising and attendance at various community functions. Serves on various committees.
10. Conducts ongoing evaluations of the group to make sure that appropriate activities are being provided that are designed to promote personal growth and/or improve or maintain the functioning level of participants.
11. Prepares contract RFP with Elder Services of Cape Cod and the Islands, Title II Grant funding.
12. Oversees $100,000 revolving account, which involves expenses, salaries, and the client billing.

**Recommended Minimum Qualifications:**

**Physical and Mental Requirements:**

Employee works indoors in an adult day care facility, and is also required to talk/listen, and use hands more than 2/3rd of the time; stand, walk, sit, climb, balance, reach, stand, stoop up to 1/3rd of the time. Employee frequently transports clients weighing 150-200 lbs., to and from wheelchairs or walkers. Normal vision is required for the position. Normal vision is required for the position. Equipment used includes medical equipment, power tools, hand tools, kitchen appliances, and office equipment.

**Education and Experience**

Bachelor’s Degree in Gerontology, Human Services/Social Services and 3 years of experience in planning and supervision daily activity of large and small groups of elders with special needs; or an equivalent combination of education and experience.

**Licenses and Certifications Required:**

Must have CPR Certification, be certified in Dementia Care, Serve Safe, Gerontology, MEPAP and or Social Work.

**Knowledge, Skill and Ability:**

Knowledge: Social Services principles and practices, care of elderly and special needs population, CPR and first aid, development and implementation of budgets and programs.

*Skill:* Written and oral communication, presentation, leadership, and computer skills, (Microsoft Office) office administration and supervision, scheduling, organizational and planning skills.

*Ability:* Clearly and effectively communicate with others, maintain accurate records and prepare correspondence, maintain confidential information, and provide information and assistance to the public. Ability to work independently and prioritize tasks, ability to work effectively under time constraints, and strong desire and ability to provide excellent customer service to the public.