

HUMAN SERVICES DEPARTMENT SENIOR SERVICES DIRECTOR

DEFINITION

The Senior Services Director is responsible for managing the Senior Services Division within the Human Services Department. This position oversees all aspects of the Senior Center operations and facility, food and transportation programs, and staff management. The Senior Services Director is also responsible for financial duties, grant administration, procurement, and budget maintenance for the Senior Services Division. The Senior Services Director performs professional, administrative, and supervisory work in operation and provision of services of the Senior Center in order to meet the social, emotional, economic and health needs of the entire South Hadley community, with a focus on the older adult population. Performs all other related work, as required.

ESSENTIAL FUNCTIONS

The essential functions or duties listed below 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.

- Daily management of Food Service, Transportation and Reception employees including performance, development, recruitment and ensuring efficient and effective division operations.
- Responsible for development and administration of the annual Operations and Maintenance Budget for Senior Services and the Senior Center; serves as the financial steward of the Senior Centers revolving gift accounts; oversees purchasing for office and building maintenance supplies; records financial transactions and maintains all departmental budgetary accounts in a detailed and accurate manner; oversees daily operation of financials and turnovers from Woodlawn Café and program user-fees; seeks and applies for available grants, including Replacement Vehicle Grant, Medical Transportation Grant, Technology Grant, Small Necessities Grant, and more.
- Manages complex administrative tasks include processing payroll; approving timesheets, mileage, and bill payables; monitoring monies collection and turnover to Treasurer/Collector and Accounting departments; creates and maintains recordkeeping including Harpers Payroll System.
- Provides management and oversight of the Social Services component of the Human Services Department which supports South Hadley seniors and their families via general outreach, intake and coordination of case planning and management, SHINE services, the Companion Escort Medical Transportation program, fuel assistance, and other general assistance and referral to community resources; researches, develops, implements, and assesses the quality and effectiveness of the social work and services offered through the Department, allowing the Town to better understand the needs of seniors and gives them insight into the successes and areas for improvement within the comprehensive social work and/or clinical support services.

- Responsible for the Woodlawn Cafe and provides oversight of the Nutrition and Food Security program; operates a Title III-C meal program as a WestMass ElderCare Nutrition site.
- Manages transportation program, including the safety and maintenance of the vehicles; oversees driver scheduling assignments and dispatch activities.
- Manages front office staff and volunteers, assists with daily inquiries on a variety of issues.
- Represents the department in boards and commissions as necessary as the Senior Center Liaison. Primary management of the Council on Aging, including preparation of meetings.
- Consults and collaborates with other Human Services division managers to meet department goals; Provides input and feedback for programming development, with a focus on the older adult populations within the community.
- Performs other related job duties as required.

SUPERVISION RECEIVED

Under direction of the Human Services Director, the employee works from policies, goals, and objectives; establishes short-range plans and objectives and division performance standards and assumes direct accountability for division results; consults with the supervisor only where clarification, interpretation, or exception to policy may be required or as requested by the supervisor. The employee exercises control in the development of division policies, goals, objectives, and budgets and is expected to resolve all conflicts that arise and coordinate with others as necessary.

SUPERVISION EXERCISED

The manager is accountable for the direction and success of programs accomplished through others. The manager is responsible for analyzing program objectives, determining the various division work operations needed to achieve them, estimating the financial and staff resources required, allocating the available funds and staff, reporting periodically on the achievement and status of the program objective, and recommending new goals. The manager typically formulates or recommends program goals and develops plans for achieving short and long-range objectives and determines division operating guidelines, and work operations.

JUDGMENT AND COMPLEXITY

Guidelines only provide limited guidance for performing the work, which may be in the form of administrative or organizational policies, general principles, regulations, legislation, or directives that pertain to a specific department or functional area. Extensive judgment and ingenuity are required to develop new, or adapt existing, methods and approaches for accomplishing objectives or to deal with new or unusual requirements within the limits of the guidelines or policies. The employee is recognized as the authority in interpreting the guidelines and in determining how they should be applied.

NATURE AND PURPOSE OF CONTACTS

Relationships are constant with co-workers, the public, and with groups and/or individuals who have conflicting opinions or objectives, diverse points of view, or differences where skillful

negotiating and achieving compromise is required to secure support, concurrence and acceptance, or compliance. The employee may represent to the public a functional area of the department on matters of procedures or policy where perceptiveness is required to analyze circumstances in order to act appropriately.

CONFIDENTIALITY

Employee has regular access at the division level to a wide variety of confidential information, including personnel records, medical records, lawsuits, and client records.

EDUCATION AND EXPERIENCE

Bachelor's degree in social services, communication, health, business management or related field, and 3 to 5 years of related experience; or any equivalent combination of education, training, certification, and experience.

KNOWLEDGE, ABILITY, AND SKILLS

Knowledge: Complete knowledge of the issues surrounding older adults and the aging process. Thorough knowledge of the needs and concerns of older adults. Knowledge of the federal and state services and local resources available to older adults. Thorough knowledge of the computer operations and computer software applications, including word processing, e-mail, and spreadsheet applications. Thorough knowledge of management, and office administration including fundamentals of budgeting. Knowledge of relevant Massachusetts General Laws related to essential functions.

Abilities: Ability to communicate effectively orally, in writing, by telephone, and in e-mails. Ability to analyze and solve problems. Ability to represent the Senior Center effectively. Ability to deal tactfully, patiently, and appropriately with older adults clients and maintain and respect the confidentiality of older adults clients. Ability to assess the needs of older adults and design and coordinate appropriate services and programs to accommodate these needs. Ability to establish and maintain effective working relationships with superiors, direct reports, subordinates, peers, associates, officials of other agencies, local officials, and the general public. Ability to plan, prioritize, complete tasks and multi-task with frequent interruptions. Ability to work independently.

Skills: Excellent customer service. Proficient oral and written communication skills for constant communications with the public, other municipal departments, local and state agencies, various community organizations, and older adults. Strong organizational skills. Excellent decision-making and time management skills. Self-motivated. Above average skills in diplomacy. Skill to operate computer and software applications. Skill to generate work schedules. Skill to assist older adults with problems and issues and/or to assist with locating appropriate resources. Basic skill with office machines, such as copiers, printers, fax, and/or scanner. Skill to operate kitchen equipment.

WORK ENVIRONMENT

The majority of work is performed in an office setting.

PHYSICAL, MOTOR, AND VISUAL SKILLS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential function of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Skills

Administrative work is in an office setting, involving sitting, with intermittent periods of stooping, walking, and standing. Operates computer, telephone, and other standard office equipment. Tasks require the ability to exert very moderate physical effort in light work, typically involving moving/transporting objects and materials of moderate weight (10-30 pounds).

Motor Skills

Duties require motor skills for activities such as moving objects and using office equipment, including but not limited to telephones, personal computers, handheld technology, and other office equipment.

Visual Skills

Visual demands require routinely reading documents for general understanding and analytical purposes. Frequent computer use.