



**Job Title:** Community Services Manager, Roosevelt Harris Jr. Senior Citizens Center  
**FLSA:** Exempt  
**Department/Div:** Neighborhood and Community Services  
**Reports to:** NCS Director  
**Supervises:** Senior Center Employees  
**Salary/Pay:** \$48,921

**EEO-4 Code:**  
**Date:** 12/2023

#### JOB SUMMARY

This position is responsible for managing the operations of the Roosevelt Harris Senior Center in the provision of services to senior adults.

#### MAJOR DUTIES

1. Manages and oversees the day-to-day operations, programs and services of the department's senior center.
2. Ensure the safety and well-being of the staff, clients, and visitors of the center.
3. Ensures program compliance with federal, state, and local rules and regulations as well as with funding source requirements.
4. Designs, plan, organize and coordinates the implementation of special events and neighborhood programs and activities.
5. Advocates for community members to help them access appropriate services. Provides information to clients and families regarding services available in the community.
6. Recruits service providers, participants, and volunteers. Assists in the selection, assignment, and evaluation of program staff. Provides supervision, training, and guidance to staff.
7. Works with the community agencies and groups in building partnerships for service delivery. Negotiates agreements and contracts with community groups and individuals.
8. Evaluates current programs and makes recommendations for program modifications to meet the needs of the community.
9. Oversees proper staffing for the Center. Supervises, trains, guides and evaluates performance of staff. Recommends corrective action, as necessary. Interviews and selects volunteers to work at the center.
10. Inspects the facilities for cleanliness and safety. Resolves maintenance issues.

- Contacts contractors for service as needed. Oversees all maintenance and repair of all equipment at the Center including industrial kitchen equipment.
11. Oversees the maintenance of proper inventories of food for congregate meals, janitorial supplies, staff uniforms, arts and crafts supply and other related goods and services. Approves all expenditures and accounts for all monies received.
  12. Researches and writes all grant applications to continue funding for programs and services.
  13. Plans and implements fund raising events and opportunities to help sustain the Center.
  14. Prepares and maintains records and periodic program and financial reports required by funding agencies and others. Documents and reports the type and usage of services, programs and activities and demographics of clients served. Conducts self-audits to ensure that proper controls are in place.
  15. Prepares annual budget. Approves all expenditures and accounts for monies received from donations and fundraising events.
  16. Reviews and maintains a current Emergency Standard Operating Procedures in the event of an emergency.
  17. Attends various meetings with funding agencies, nonprofit organizations, and other advocacy groups.
  18. Collects and analyzes data on program activities and participants. Conducts long range planning, organizational development, forecasting, and benchmarking for the Division and its programs.
  19. Assumes staff duties and responsibilities, as necessary. In the absence of kitchen staff, works in the kitchen to prepare and serve congregate meals.
  20. Receives and investigates client complaints. Meets with clients and families/caregivers to explore solutions and resolves the problem.
  21. Responds, along with nursing staff, to medical emergencies. Determines, in consultation with family/caregivers, whether the client can be served at the Center by staff or whether emergency responders should be called.
  22. Prepares and submits regular reports regarding program activities, accomplishments and budget compliance.
  23. Prepares quarterly board meetings which includes agenda, financial statements and minutes.
  24. Administers policies and procedures for program operations. Reviews and revises as necessary.
  25. Performs related duties.

#### **KNOWLEDGE REQUIRED BY THE POSITION**

1. Knowledge of the principles and techniques governing the safe and efficient operation of a senior center including an institutional kitchen and congregate meal service.
2. Knowledge of federal, state and local laws, rules, regulations and guidelines (including both programmatic and nutritional compliance) required in the operation of the Senior Center.
3. Knowledge of budgeting financial management, and general maintenance of physical facilities.
4. Knowledge of purchasing and safe storage of large quantities of food required in an institutional kitchen.
5. Knowledge of senior citizen program development and coordination principles.
6. Knowledge of special safety precautions related to senior citizens.
7. Knowledge of computers and job-related software programs.
8. Knowledge of departmental policies and procedures.

9. Ability to evaluate the effectiveness of programs and services and to recommend or make changes.
10. Ability to maintain confidential information.
11. Ability to perform the physical requirements of the job to include speaking, and hearing, visual acuity sufficient to determine neatness and thoroughness of work assigned, to make general observations of facilities, people, and equipment in order to supervise the safe operations of activities. Mental ability to compare, and to compile, analyze, and synthesize information. Ability to account for monies.
12. Skilled in preparing basic budget documents, maintaining accurate financial records and effective records and reports.
13. Skill in the provision of customer services.
14. Skill in public and interpersonal relations.
15. Skill in oral and written communication.

### **SUPERVISORY CONTROLS**

The Neighborhood and Community Service Director assigns work in terms of general instructions and spot-checks completed work for compliance with procedures, accuracy, and the nature and propriety of the final results.

### **GUIDELINES**

Guidelines include the Older Americans Act, the Coastal Regional Commission training manual, the city code, and department and city policies and procedures. These guidelines are generally clear and specific but may require some interpretation in application.

### **COMPLEXITY/SCOPE OF WORK**

- The work consists of related program coordination duties. The unique needs of each client contribute to the complexity of the position.
- The purpose of this position is to provide support for Senior Center programs. Success in this position contributes to provision of quality program that meet the needs of area seniors.

### **CONTACTS**

- Contacts are typically with co-workers, clients, volunteers, and members of the general public.
- Contacts are typically to give or exchange information, provide services, and resolve problems.

### **PHYSICAL DEMANDS/ WORK ENVIRONMENT**

- The work is typically performed while standing or walking. The employee frequently lifts light objects.
- The work is typically performed in a senior center.

### **SUPERVISORY AND MANAGEMENT RESPONSIBILITY**

This position has functional supervision over assigned personnel within an area, department, or unit. Functional supervision typically involves the ability to assign, coordinate, and review quality and quantity of work of other employees.

#### **MINIMUM QUALIFICATIONS**

- Baccalaureate degree in a course of study related to the occupational field and/or equivalent combination of training and experience in which would provide the knowledge and ability to perform the job.
- More than 5 years of related experience required.
- Program Administration and Grant Writing
- Safe driving record and Valid driver's license.
- American Red Cross First Aid and CPR certification preferred or ability to obtain within 6 months.
- Motor vehicle records history and criminal background check required.

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