

## **SENIOR SITE MANAGER**

### **DISTINGUISHING FEATURES OF THE CLASS:**

This paraprofessional position is responsible for developing education, recreational and social programs for seniors at the Senior Friendship Centers. The employee will be responsible for ensuring proper implementation of these programs by Site Managers and for monitoring the efficacy of these programs. Additionally, the employee is responsible for the daily operation of a Senior Friendship Center to serve the senior population. The employee is responsible for coordinating the distribution of meals, including those for homebound participants. The employee is responsible for leading and participating in the areas of outreach, recreation, providing information and referrals. Work is performed under the general supervision of the Nutrition Services Coordinator. The Senior Site Manager will plan and direct the work of volunteers, Bus Drivers and other employees assigned to the site.

### **TYPICAL WORK ACTIVITIES:**

Typical work activities for incumbents in this title include those listed below in addition to those typical work activities performed by lower level titles in the series. They are indicative of the level and types of activities performed by incumbents in this title. It is not meant to be all-inclusive and does not preclude a supervisor from assigning activities not listed which could reasonably be expected to be performed by an employee in this title.

1. Develops educational, recreational and social programs for seniors at the Senior Friendship Centers;
2. Ensures proper implementation of education, recreational and social programs by Site Managers, including training and coordination of events and materials;
3. Monitors the efficacy of the educational, recreational and social programs for seniors at the Senior Friendship Centers;
4. Organizes the distribution of the meals and supervises the serving of the meals, making sure that participants with special diets receive their designated meals;
5. Observes the quality of the meals and participant response to the meals with follow-up reports to the Office for the Aging that will help correct any deficiencies and improve programs;
6. Makes sure that physical condition of the site is maintained: i.e., that the site is prepared for distribution of the meals and left clean and in proper condition;
7. Maintains accurate records and reports for the Office for the Aging and the State concerning transportation, participant attendance, meal orders including special diets, meal preparation and service including food temperature, monies received, and employees' and volunteers' hours;
8. Proficiently uses computer software such as spreadsheets, word processing, calendar, e-mail, and reporting database to perform assigned duties;
9. Organizes the transportation services for participants at the site which may require delivering home delivered meals or driving participants in emergency situations;
10. Directs all site personnel and assists in their training and evaluation;
11. Promotes and maintains good relationships and communication lines between and among site personnel, contractual workers, participants, owners of site, and the community;
12. Handles emergency situations using independent judgement and a high degree of sensitivity towards the senior population;
13. May directly perform outreach, providing information and referrals, including assessments for home delivered meals in the community serviced by the Senior Friendship Center.

**SENIOR SITE MANAGER** (Cont'd)

**FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

Knowledge of the needs, issues and concerns of the senior population;  
Knowledge of educational, recreational and social programs appropriate for the senior population;  
Knowledge of community agencies, particularly those that serve the senior population;  
Knowledge of food service techniques, particularly as they relate to food service for seniors;  
Ability to serve and distribute food appetizingly;  
Ability to use a variety of software packages including spreadsheets, word processing, calendar, e-mail, and reporting database;  
Ability to plan, organize and direct the work of others;  
Ability to communicate clearly and effectively, both orally and in writing;  
Ability to use good judgment, tact, patience and courtesy;  
Ability to establish and maintain effective working and interpersonal relationships;  
Personal characteristics necessary to perform the duties of the position;  
Physical condition commensurate with the demands of the position.

**MINIMUM QUALIFICATIONS:**

Graduation from high school or possession of a high school equivalency diploma and:  
EITHER: (A) Bachelor's degree in Aging Studies, Gerontology, Aging Psychology, or Recreational Therapy (Therapeutic Recreation);  
OR: (B) Associate's degree in Aging Studies, Gerontology, Aging Psychology, Recreational Therapy (Therapeutic Recreation) and two (2) years of full-time paid work experience in community service, nutrition, recreation therapy or the field of aging services;  
OR: (C) Completion of a minimum of sixty (60) credit hours and four (4) years of full-time paid work experience as described in (B) above;  
OR: (D) Six (6) years of full-time paid work experience as described in (B) above;  
OR: (E) An equivalent combination of education, training and experience as defined by the limits of (A) through (D) above.

**SPECIAL REQUIREMENT:**

Possession of a valid Driver License to operate a motor vehicle in New York State at time of application, and to maintain the position.

**NOTE:**

Degree or college credit must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education.

ADOPTED: 12/06/18