



POSITION DESCRIPTION

Position: Program Coordinator - Support Services		Department: Senior Department	
Reports to: Senior Services Director		FLSA Status: Non-Exempt	
Location: Community Center	Division: Senior Services	Pay Grade: N/A	
Revised: December 27, 2018	Last Reviewed:	Union: N/A	Status: Full-Time

GENERAL PURPOSE:

Performs administrative, supervisory, and professional work in the operation and maintenance of supportive social services for adults 55 and older and other eligible residents. Works closely with other staff on fundraising and sponsorship opportunities to benefit a variety of programs and services offered. Promotes interest, growth and generates public awareness of the senior services program. This position requires a fair amount of flexibility, as it may include evening and weekend hours. This is a hands on position, interacting daily with senior citizens, the business community and the public.

SUPERVISION:

Works under the general supervision of the Director of Senior Services.

SUPERVISION EXERCISED:

Exercises general supervision of Senior Transportation Bus Drivers and Community Center Clerks.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Management of the Senior Transportation Program:

- Supervision of Bus Drivers. Provides supportive trainings for drivers as needed and maintains open communication with drivers. Coordinates driver schedules based on ridership and trip needs.
- Schedule riders including individual appointments and regular shopping trips. Promotes the Senior Transportation Program to the community through a variety of media means.
- Manages SMART grant, including grant submission and all required reports. Manages SMART and transportation budget.
- Works closely with SMART and city DPW in the coordination of maintenance, repairs, etc. for senior transportation fleet.
- Fills in as a backup driver as necessary including operating buses and/or vans.

Management of a variety of Supportive Services for adults 55 and older and other eligible residents:

- Manage local Focus Hope Program including maintaining client files and reports.
- Manage Auburn Hills & Neighborhood House Food Cupboard. Coordinates bi-yearly Community Food Drive.
- Works with AARP Volunteer Tax Preparer's Program.
- Works with a variety of existing and new Support Groups.
- Provides Information and Referral Services as needed.
- Coordinates and implements a variety of existing and new assistance programs such as Insurance Counseling, File of Life Knoxbox Program, etc. within budget constraints.
- Works closely with other agencies to assist delivery of social services to eligible residents.
- Responsible for current services, and have the ability to evaluate and determine the effectiveness of each.
- Provides recommendations for new community programs based on acceptable research.

Coordinates Room Rentals:

- Maintains room schedules and room reservations.
- Meets with renters, manages rental payments, refunds, room layouts and orders linens as needed.
- Works closely with Community Center staff to ensure a positive experience for the renter.

Works closely with other staff on newsletter articles, fundraising, sponsorship projects and grant writing.

Responsible for budget development and management related to supportive service programs, including supplies, materials, vendor invoicing, contracts, etc. Maintains records related to budget. Responsible for preparing all necessary and mandatory reports, records and files.

Work closely with other departments and agencies in relationship to older adults. Maintains current professional relationships and build new ones to promote and expand awareness of the department and City.

Provides presentations to other organizations, civic groups and businesses advocating on behalf of the seniors and the department on a regular basis.

Participates in meetings, events, workshops and/or conferences as appropriate to position.

Maintains confidentiality, especially related to sensitive organizational, customer and other generally private information.

Other duties as assigned by the Director of Senior Services and/or designee to ensure quality service to the seniors and the community.

PERIPHERAL DUTIES

Serves on various employee or other committees as assigned.

Works on community events as directed.

Serves as a team member of the Community Center.

May be required to report to serve the community during an emergency situation and may be assigned other, non-routine duties.

REQUIRED MINIMUM QUALIFICATIONS:

- (A) Education and Experience: Graduation from a four-year college or university with a degree in Social Work , Gerontology, or closely related field.
- (B) Minimum 4 years' experience successfully coordinating social services; or
- (C) An equivalent combination of education and experience.

Necessary Knowledge, Skills and Abilities:

- (A) Considerable knowledge of principals used in planning, coordinating and providing services to older adults.
- (B) Knowledge of community programs related to older adults.
- (C) Knowledge of available resources and services for vulnerable adults and/or victims of elder abuse.
- (D) Ability to establish and maintain working relationships with employees, supervisors, other agencies, community leaders, and the general public.
- (E) Ability to communicate effectively orally and in writing.
- (F) Ability to plan and supervise the work of paid staff.
- (G) Ability to work in a team environment and independently as needed.
- (H) Must be organized and detail orientated in all components of the job.

SPECIAL REQUIREMENTS

- (A) Must possess, or be able to obtain by time of hire, a valid State Driver's License with Chauffer's endorsement without record of suspension or revocation in any state;
- (B) First aid and CPR certification.

TOOLS AND EQUIPMENT USED:

Computer, including Microsoft Office Suite and data base software; calculator; copy; phone; mobile or portable radio; automobile (buses and vans); other miscellaneous equipment.

PHYSICAL DEMANDS:

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

While performing the duties of this job, the employee is frequently required to walk, sit and talk or hear. The employee is occasionally required to use hands to finger, handle, feel or operate

objects, tools, or controls; and reach with hands and arms. The employee is occasionally required to climb or balance; stoop, kneel, crouch or crawl.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, color vision and the ability to adjust focus.

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. While performing the duties of this job, the employee occasionally works in outside weather conditions. The employee is occasionally exposed to wet and/or humid conditions.

The noise level in the work environment is usually quiet while in the office, or moderately loud when in the field.

SELECTION GUIDELINES:

Formal application, rating of education and experience; oral interview and background check; conditional offer of employment; post offer medical examination; drug screening and additional job related tests may be required.

The duties listed above 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.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Approval: _____
Director of Senior Services

Approval: _____
City Manager

Approval: _____
Employee