

NEW CASTLE COUNTY GOVERNMENT

Number 0374

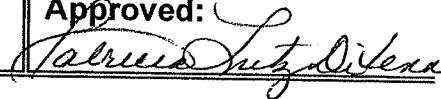
CLASS SPECIFICATION

Page 1 of 2

Date 04/06/04

Title: SENIOR SERVICES CENTER DIRECTOR

Approved:



GENERAL STATEMENT OF DUTIES: Plans, directs, and coordinates the activities of a County-sponsored senior center in order to meet the needs of senior citizens; does related work as required.

DISTINGUISHING FEATURES OF THE CLASS: An employee in this class plans and coordinates activities specifically directed toward the senior citizen. This employee interacts with and assists senior citizens in solving basic problems. The employee refers serious concerns to the proper staff person or agency. Responsibilities include supervising the activities of a nutrition site as per the guidelines of a nutrition specialist. This employee supervises part-time employees and works under general supervision.

EXAMPLES OF WORK: (Illustrative only)

- Initiates the necessary paperwork for needed and/or essential supplies;
- Plans and organizes monthly calendar of events and newsletters;
- Prepares and maintains all necessary records, reports, and statistical information;
- Supervises and trains part-time center staff and volunteers in daily activities;
- Evaluates performance of center staff;
- Participates in training programs as needed to ensure that the needs of senior citizens are met;
- Provides counseling, information, referral, and outreach services to senior citizens to either resolve the problem or to refer the individual to the appropriate social service agency;
- Assists senior citizens in solving basic problems such as filling out eligibility forms or balancing checkbooks;
- Plans and implements leisure-time activities such as trips and speakers within the guidelines of the County;
- Oversees and coordinates daily meal programs as planned by a nutrition supervisor which includes counting, recording, and depositing monetary donations;
- Promotes an ongoing attitude of dedication to excellent public service and ensures that external and internal customers are provided with the highest quality of service;
- Operates a data processing terminal, personal computer, and other related equipment in the course of the work.

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Title: SENIOR SERVICES CENTER DIRECTOR

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REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES: Good knowledge of community resources and social service agencies including their functions; good knowledge of the needs of senior citizens; ability to plan and organize a varied recreation program; ability to be creative in developing program ideas; skill in training and motivational procedures; ability to communicate effectively; ability to supervise employees and volunteers; ability to maintain statistical information and to prepare reports; ability to communicate courteously and effectively, both verbally and in writing; ability to establish and maintain effective working relationships with other employees, volunteers, senior citizens, and other agencies; ability to pass a Class III County physical examination.

ACCEPTABLE EXPERIENCE AND TRAINING: At least one year experience working with senior citizens, at least one year experience in administrative duties and supervision of staff, and possession of a Bachelor's Degree from an accredited college or university; or any equivalent combination of experience and training which provides the required knowledge, skills, and abilities.

HISTORY OF REVISIONS

Established: 10/17/79
Revised: 02/13/84
Revised: 05/15/89
Revised: 03/01/94
Revised: 04/22/96
Revised: 03/01/00
Revised: 04/06/04