

TOWN OF SOMERS

Position Description

Title: Human Services Director
Department: Human Services
Reports To: First Selectman
FLSA Status: Full-time, Exempt

**Supervises: Social Svcs. Coordinator,
Meals on Wheels Coordinator, Sr. Bus
Staff, Sr. Center & Recreation PT
Admin Support**
Bargaining Unit: N/A

Position Summary: Position develops and implements programs and services designed to meet the needs of the aging and those in need within the community; supervises the Recreation program Coordinator; and oversees the Social Services, Senior Center and Recreation operational budgets. The Director administers daily operation of senior center, social services & recreation, maintains direct link with service providers (health, meals, transportation, etc.) and writes and prepares grants. Provides accurate, timely and high-quality service to all internal and external customers.

Major Job Duties:

Management/Services: Supervises the operation of the Senior Center, including the allocation and scheduling of space and personnel resources. Supervises existing programs including Meals on Wheels, Senior Bus, social services and recreation; evaluates and implements improvements as necessary. Assesses the needs for, develops, implements and evaluates impact and outcomes for programs and services to:

- assist and enrich the lives of older adults in Somers.
- assist those persons and families in need in Somers.

Maintains records of client participation, membership, usage and needs to support program evaluation, and grant applications and reporting as necessary. Prepares and submits quarterly and annual reports. Assures that all senior/low-income clients are notified of programs/services existence along with dates, times and locations information. Responds to public inquiries about the Senior Center/social services/related programs by telephone, email, correspondence, or during public meetings. Evaluates individuals/families for low-and middle-income program eligibility; processes applications or assists in the application process for these programs. Performs essential administrative office duties including reception, customer service, and data processing. Sets up and/or operates essential equipment (i.e. tables, and chairs, Sound amplification system, projectors) for classes, programs and events. Assists in the preparation of a variety of newsletters, brochures, flyers, calendars, letters, posters, news releases, and all other related communications regarding Senior Center programs and activities. Notifies community website of activities and programs as necessary. Note: this position fulfills the statutory requirement for a Municipal Agent for the Elderly, and the incumbent in this position serves in that capacity.

Technical: Serves as subject-matter expert on the needs of the populations served in this position. Constantly seeks to improve and expand own understanding of the needs of seniors, low- and middle-income residents, and recreational programming at all levels. Simultaneously, educates client groups and the general public about the needs of these populations. Develops, populates and maintains website pages for Social & Senior Services; oversees the maintenance of Recreation web pages. Operates with a high degree of accuracy and expertise – computer,

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Last Revision Date: 11/08

1st Selectman/on file

HR/on file

Page 1 of 1

Date:

Date:

TOWN OF SOMERS

Position Description

including word processing, spreadsheet, database and presentation software; email; internet; and website software. Operates, troubleshoots and orders necessary supplies and service for other common office equipment including fax machine, computer printer, copier and adding machine/calculator. Determines the need for physical repairs and/or maintenance at the Center and coordinates their implementation. Conducts surveys and mailings to collect data for reports and program analysis.

Teamwork: Works collaboratively with all town departments, boards & commissions as necessary to deliver programs and support client base. Interacts with a variety of outside agencies including, Somers Senior Club, Somers Housing Authority, ACCESS, Visiting Nurses, local Food Banks, Salvation Army, Lions Club, VA, and the North Central Area Agency on Aging among others to coordinate and provide services. Engages volunteers for the development, implementation and delivery of programs as necessary. Seeks donations from the public and local businesses to the Somers Emergency Fund to support emergency income needs for low-income clients. Serves as a member of various employee committees, as assigned.

Board/Commission Liaison: Coordinates Advisory Committee to the Elderly meeting agendas and meeting materials, including scheduling, agenda & minutes preparation, and follow-up correspondence. Serves as website liaison to assigned boards/commissions; coordinates town website information for assigned boards & commissions; maintains respective web pages for departments, boards and commissions. Coordinates commission and department activities with other town departments, boards, and commissions. Attends and staffs monthly and/or bi-monthly board/commission meetings.

Human Resources: Provides leadership, coaching, direction, and supervision to assigned staff. Administers performance management plan in accordance with established human resources procedures.

Financial: In accordance with prescribed policies and procedures:

- Prepares and administers annual operating budgets for the Senior Center and social services programs.
- Oversees the preparation of the Recreation budget and approves expenditures as recommended by the Recreation Coordinator.
- Submits/approves purchase orders; maintains accounts and evaluates expenditures and statistics.

Qualifications:

- Bachelor's degree and 3-5 years experience in senior/social/human services, including program development and implementation.
- Knowledge of the philosophy and principles of gerontology, group dynamics, and social services.
- Program knowledge including: fuel assistance, housing rehabilitation programs, food stamps, Medicare, CHOICES program (CT's programs for Health insurance assistance, Outreach, information and referral Counseling, and Eligibility Screening) and other related

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Last Revision Date: 11/08

1st Selectman/on file

HR/on file

Page 2 of 2

Date:

Date:

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Position Description

programs and activities as applied to the elderly, low- and middle-income populations, recreational activities.

- Ability to plan, supervise, assign and evaluate the work of others, including volunteers.
- Ability to organize and direct diversified program activities of social, recreational or educational natures.
- Must have the ability to communicate effectively, orally and in writing, and to establish and maintain effective working relationships with civic groups, community agencies, staff, and other officials of the general public.
- Must have a valid state driver's license or the ability to obtain one within 60 days.
- Current American Red Cross CPR/First Aid/ AED for Professional Rescuer certifications within one year of employment.
- Grant writing and administration experience a plus.

Physical Requirements:

This position combines program and office activities, with more than 50% of the job performed within an office setting. While performing the duties of this job, the employee may be exposed to seasonal conditions, dust, and chemicals used to clean. The noise level in the work environment is usually quiet while in the office, or moderately loud when in the field or during programs. The incumbent must be able to:

- Regularly sit and work, or listen to information, for periods in excess of one hour, including moderately difficult manipulative skills, and skills that require hand-eye coordination, such as keyboard skills or using a calculator and working with a computer and a telephone;
- Stand, lift, reach and bend to store and access records and files in the course of maintaining files and providing service to customers and support to the department within the office environment.
- Concentrate of fine detail with constant interruption, attend to a task for 60 minutes or more, remember multiple tasks given to self and other for long periods of time
- Be mobile with the ability to push/pull/lift objects of less than 20 pounds, and able to sit for prolonged periods.
- Work flexible hours to attend meetings and/or cover occasional special events on nights and weekends.

This information is designed to give the general nature and level of work to be performed by employees assigned to this job title and must not be construed to be a complete inventory of the position's duties, responsibilities and qualifications. Employment in the State of Connecticut is, by statute, at will, and nothing in this job description should be construed as an employment contract.

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Page 3 of 3