



CAPTAIN

Community Human Services

Job Title: Senior Services Program Manager (Full-time, Non- Exempt)

Program: Care Links/ Wellness Express

Reports to: Program Director

Job Category: Manager

Oversee activities for one or more programs for the organization. Often engaged in program client communication. May be responsible for establishing and managing partnerships with public and private organizations, training staff and volunteers, fundraising and reporting on program outcomes. Duties include research, correspondence, mailings, filing, inputting data, budgeting and maintaining program databases. May supervise up to five staff.

Hiring Range: \$34,000 - \$44,000

Job Summary:

Responsible for providing supportive services to senior residents of Southern Saratoga County in efforts to help them maintain their self-sufficiency. Responsible for the planning, implementation and direction of all aspects of the program. In conjunction with senior management, will develop, coordinate, and supervise community/senior-based programs and related activities that are consistent with the CAPTAIN Community Human Services mission and vision.

Duties and Responsibilities:

- Ultimately responsible for successful implementation of the Care Links and Wellness Express Programs
- Provide direction on new initiatives
- Supervise the Program Associate and the Wellness Express drivers; including annual reviews, training and hiring as needed
- Recruit, Interview, train and oversee Care Links volunteers in cooperation with the Volunteer Coordinator
- Interview potential Care Links clients and match with volunteers
- Complete all internal and external reporting for the Care Links Program and Wellness Express Program. Ensure all quarterly and annual reports are completed and submitted on time.
- Complete and document at least 20 hours of job-related training annually.
- Act as liaison and CAPTAIN CHS representative within the community with other service providers, non-profits, social service officials, and other human service related organizations.
- Identify funding sources for operation of agency services and programs.
- Participate in development of annual program budget.
- In cooperation with other agency staff, implement the annual appeal and other fundraising efforts to support Senior Services
- Co-lead an support group under the direction of the Alzheimer's Association
- Perform other related work as assigned by senior management.

Telecommuting and Remote Work:

- The primary functions of this position require in-office and in-community services. Occasionally, a project assignment could be accomplished from home. In addition, this position is a part of a team that provides office coverage for the Glenville office, during normal business hours, and will need to be in office for those assignments.

Skills Required:

- Ability to think “outside the box” and problem solve issues to resolution.
- Ability to be self-starter and critical thinker that requires limited supervision.
- Strong work ethic.
- Strong computer skills and ability to perform office tasks with Windows platform; to include Word, Excel, PowerPoint and Outlook.
- Strong verbal and non-verbal communicator.
- Ability to supervise effectively.
- Must be well organized and able to successfully work on multiple projects and assignments.
- Ability to work with a diverse client base, volunteers and co-workers and successfully work within a team environment.

Qualifications:

- Bachelor’s degree from an accredited college in human services, counseling, social work, or related field; experience working with a senior population; or an equivalent combination of training and experience with at least 3 years in the human services field.
- Must possess a valid NYS Drivers License and provide evidence of appropriate insurance coverage.
- Excellent organizational and interpersonal skills, flexibility and initiative. Must be able to work flexible hours and manage multiple projects.
- Ability to lift and carry up to 30 lbs.

Employer Disclaimer:

- Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by their direct supervisor.
- This job description does not create an employment contract, implied or other than an “at will” employment relationship.

Employee Signature_____ **Date**_____

Direct Supervisor Signature_____ **Date**_____

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