



CAPTAIN

Community Human Services

Lifting people up. Building brighter futures.

Job Title: Care Links Program Manager (Full-time, Exempt)

Program: Care Links

Reports to: Executive 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 free 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 Program.
- Provide direction on new initiatives.
- Supervise the part-time Care Links Program Assistant.
- Interview, train and oversee Care Links volunteers in cooperation with the Volunteer Coordinator.
- Interview potential Care Links clients.
- Complete reports for monthly directors' reports, and all other internal and external reporting for the Care Links 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 representative within the community with other service providers, non-profits, social service officials, and other human service related organizations.
- Identify new funding sources for operation of agency services and programs.
- Oversee the annual Care Links Luncheon.
- Participate in development of annual program budget.
- Perform other related work as assigned by senior management.

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**_____

Updated 1/2018

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