

TITLE: Center Director - Greendale

QUALIFICATIONS:

Education/Training: Bachelor's Degree in related field or equivalent work experience.

Experience: Experience with the development, implementation and coordination of programs. Knowledge and skills working with the older adult population. Previous supervisory experience.

Job Requirements:

- Communication skills – verbal and written.
- Computer skills – Word, Excel, Outlook; Publisher.
- Interpersonal skills along with excellent customer service.
- Reliable automobile and valid driver's license.
- Ability to lift up to 40 lbs.
- Basic Food Safety / SERVSAFE Food Handler.

JOB GOAL: To create a dynamic Center designed to meet the nutritional, social, recreational and educational needs of clients/participants.

REPORTS TO: Center Services Manager / Nutrition Program Director

PERFORMANCE RESPONSIBILITIES

1. Program and Activity Development
 - a. Develop and implement new programs and activities based on advisory board and client input.
 - b. Coordinate activities and special event including menu changes with Center Services Manager.
 - c. Maintain appropriate programs and activities per the needs of the Center as well as seeking creative ways to attract new attendees and retain current participants.
2. Supervision
 - a. Supervise Center volunteers and drivers for Meals on Wheels (MOW) program.
 - b. Assist with supervision of Center cooks with direction from Food Service Manager and Nutrition Program Director.
 - c. Follow through with participant issues as needed to ensure that all older adults feel welcomed at the Center and the Code of Conduct is maintained.
3. Training and In-service
 - a. Assist Nutrition Program Director and Food Service Manager with orientation and education training for cooks.
 - b. Review Center computer information with cooks and assistant cooks.
 - c. Assist Nutrition Program Director with training and tracking of in-service information for MOW volunteers at the Greendale Center.
 - d. Provide education and orientation for Center volunteers and new MOW volunteer drivers regarding delivery of meals, food safety and Center rules.
4. Quality Assurance
 - a. Comply with food temperature controls.
 - b. Comply with food safety standards.



PERFORMANCE RESPONSIBILITIES (continued)

5. Data Collection and Reporting
 - a. Prepare and maintain monthly reports for Center/Congregate meals, activities and finances.
 - b. Prepare and maintain reports as needed for MOW drivers and Center volunteers.
 - c. Maintain client/participant records, maintaining confidentiality.
 - d. Administer client surveys.
 - e. Collect input from seniors regarding meals, activities and programs that will be helpful to the participants, Center and Senior Services. Communicate to Center Services Manager, Food Service Manager and Nutrition Program Director.

6. Marketing
 - a. Advertise activities and programs utilizing Senior Services and community resources.
 - b. Be available to present information regarding the Center services to local community.

7. Communication
 - a. Interact with clients at the Center, ensuring positive customer service techniques.
 - b. Make announcements and review calendar with clients at the Center prior to meals.
 - c. Review education needs with volunteers and obtain information regarding MOW client concerns.
 - d. Use proper phone etiquette.
 - e. Maintain a positive attitude and professionalism with all communications.

8. Administrative
 - a. Adhere to the mission of the organization as well as guidelines, regulations and policies.
 - b. Enforce policies and regulations as required with assistance of the Center Services Manager, the Food Service Manager and the Nutrition Program Director.
 - c. Review and monitor Center budget on a monthly basis, including food cost.
 - d. Oversee Center daily operations, enforcing the Center Code of Conduct.
 - e. Serve as liaison to Center advisory council.
 - f. Review and submit timesheets for Center staff and MOW driver mileage sheets.
 - g. Communicate and follow through with Greendale & WMFC staff.

9. Confidentiality
 - a. Maintain confidentiality of all client information.
 - b. Maintain confidentiality of all employee records and information.
 - c. Maintain confidentiality of all organization financial information.

10. Other
 - a. Perform other tasks and assume other responsibilities as assigned.
 - b. Attend meetings, training and in-services as directed.

Reviewed and Agreed to by: _____ Date: _____