

SENIOR CENTER SERVICES AIDE – SOCIAL SERVICES

DEFINITION

To perform organization, planning, coordination, and oversight of the daily activities at the Senior Centers; to provide recreational and educational services for the City's senior population including activity coordination and scheduling, social interaction, promotional marketing of center's activities and services, maintenance and preparation of required reports, and inventory of supplies, equipment, and materials; and to provide administrative support to an assigned supervisor.

DISTINGUISHING CHARACTERISTICS

This is the journey level in the single level administrative support Senior Center Services Aide class. Incumbents initially perform the more routine duties assigned to positions in this class and work under close supervision. However, as experience is gained, incumbents are expected to perform the full range of duties as assigned with increasing independence.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from an assigned supervisor.

Exercises technical and functional supervision over part-time staff and volunteers.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Oversee and coordinate the planning and implementation of a variety of special events, services, and activities offered at the senior center to enhance the quality of life for senior participants.

Schedule and promote educational and recreational activities appropriate for the senior population, including collaboration with service providers to ensure that a variety of activities are available to participants.

Coordinate and organize monthly social trips including to perform detailed research of trip destinations, registration of participants, collection of fees, and preparation of marketing materials for distribution.

Oversee the use of all equipment and facility; maintain equipment and supply inventory; control access to the Centers and sanitation and safety of the facility.

Perform general cleaning and maintenance of the Centers including set-up for various related activities.

Prepare and process documents and reports, including handling of cash and other forms of monetary transactions, assist in monitoring senior center budget

Prepare and distribute marketing materials, such as articles for the monthly newsletter and activity flyers; encourage new and existing participants to begin, increase or continue participation in center activities.

Assist in conducting outreach activities including partnerships with local businesses and community groups promoting Senior Center services.

Provide orientation and training to part-time staff and volunteers.

Assist with daily implementation and documentation of County Nutrition Lunch Program.

Work with and support activities and events sponsored by various Senior Advisory Boards.

Explain various policies, programs, and activities, including implementation of policies and procedures.

Coordinate the maintenance of the senior center database (My Senior Center), keep participant and volunteer records confidential and accurate.

Provide information and referrals to seniors needing assistance.

Attend trainings, workshops and meetings that pertain to senior centers and other related issues.

Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.

Foster an environment that embraces diversity, integrity, trust, and respect.

Be an integral team player, which involves flexibility, cooperation, and communication.

Perform related duties as assigned.

### MINIMUM QUALIFICATIONS

#### Knowledge of:

Principles and guidelines of social and recreational programming for senior activities and events.

Basic principles of planning and scheduling of activities and events.

Modern office procedures and various computer software and equipment.

Principles and practices of technical and functional supervision and training.

Safety practices used in facility maintenance, including the operation of a vehicle and related equipment.

Relevant local, State, and Federal laws, rules and regulations related to area of assignment.

Ability to:

Oversee and schedule various programs and services relating to the well-being and recreation of seniors.

Intermittently, review and evaluate documents related to department operations; observe, identify and problem solve office operations and procedures; understand, interpret and explain department policies and procedures; explain operations and problem solve issues for the public and with staff.

On a continuous basis, sit at desk for long periods of time or stand at public counter; intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone; write or use a keyboard to communicate through written means; and lift or carry weight of 25 pounds or less.

Follow and adhere to oral and written instructions.

Calculate and reconcile cash and other monetary transactions.

Prepare and maintain accurate computerized records, reports and databases.

Adapt to changing technologies and learn functionality of new equipment and systems.

Use sound judgment in recognizing scope of authority.

Operate and use modern office equipment including computers and applicable software.

Maintain regular attendance and adhere to prescribed work schedule to conduct job responsibilities.

Utilize appropriate safety procedures and practices for assigned duties.

Establish and maintain effective working relationships with those contacted in the course of work.

Work with various cultural and ethnic groups in a tactful and effective manner.

Communicate clearly and concisely, both orally and in writing.

### Experience and Training

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

#### Experience:

Two years of responsible experience in the operation of a Senior Center program or other municipal programs and services.

#### Training:

Equivalent to the completion of the twelfth grade supplemented by training related to area of assignment.

### License and Certificate

Possession of, or ability to obtain, a valid California driver's license.

ESTABLISHED: SEPTEMBER 2014

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FLSA: NON-EXEMPT