

## CITY OF COLLEGE PARK, MARYLAND

### CLASS SPECIFICATION

**CLASS TITLE:** SENIORS PROGRAM MANAGER

**FLSA Status:** Exempt

**GENERAL CLASS DESCRIPTION:** Positions in this classification are responsible for the day to day operation of the program and provide support, identify and assist with obtaining resources and serve as advocates to senior citizens. Work involves assisting seniors with personal, business and financial matters by providing information, serving as liaison to agencies and business; and advocating for seniors' rights and opportunities. Coordinates transportation for seniors to appointments and activities. Supervises Seniors Program Caseworker, bus driver and employees in clerical positions assigned to the Seniors Program. Reports to the Director of Community Resources.

#### **ESSENTIAL JOB FUNCTIONS:**

**The following duties are typical for this classification. Not all the listed duties may be required and other duties may be required or assigned.**

- Provides assistance and guidance to seniors in the management of health, financial and business affairs. Assists seniors in completing paperwork, scheduling appointments and serving as advocate for seniors with physicians, collection agencies, insurance companies and other parties.
- Provides information, identifies resources and explains provisions of Government entitlement programs.
- Serves as liaison to other community agencies, businesses and organizations and works with other agencies to coordinate services for seniors.
- Serves as a supportive resource in times of personal and/or emotional distress.
- Arranges for transportation to doctor's appointments, shopping centers or other identified locations.
- Plans and directs Seniors Program. Monitors program budget and participates in its development.
- Periodically plans recreational events, entertainment and lectures on subjects of interest.
- Prepares reports of services rendered.

#### **KNOWLEDGES, SKILLS AND ABILITIES REQUIRED TO PERFORM ESSENTIAL FUNCTIONS.**

##### **Technical Knowledge:**

- Considerable knowledge of the community and agency services, entitlement programs, and available resources for senior citizens.
- Considerable knowledge of the physical, financial socio-economic and emotional issues and/or needs of the senior population.
- General knowledge of the techniques, policies and principles of working with senior citizens on potentially emotional and/or personal issues.

**Physical Requirements:**

- Ability to operate a variety of office equipment such as a computer, telephone, etc.

**Language Ability & Interpersonal Communications:**

- Ability to read and interpret entitlement program provisions, medical bills, insurance policy provisions, and other bills and forms presented by seniors in order to help explain them and assist seniors in identifying options and courses of action.
- Ability to communicate effectively and establish positive working relationships with senior citizens seeking assistance and services. Must be able to deal tactfully and courteously with seniors and be sensitive to privacy issues.
- Ability to identify and coordinate resources and services with other agencies; and mediate effectively between seniors and agencies/businesses/individuals in order to resolve conflicts.
- Ability to supervise and evaluate the work of others.

**Environmental Adaptability**

- Work is performed in an office environment.

**ACCEPTABLE TRAINING AND EXPERIENCE**

Requires a bachelor's degree in social work, counseling or gerontology or a related field. Requires 1 - 2 years of experience providing assistance and social work services to seniors in a supervisory position; or any equivalent combination of training and experience which provides the required knowledge, skills and abilities.

*College Park is an Equal Opportunity Employer. In compliance with the American with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.*