

POSITION DESCRIPTION

FLSA-Exempt (FT 40/hrs. per Week)

Non-Union C – Grade 14

Town of Danvers

Assistant Dir. Senior & Social Services

3/2018

SUMMARY OF DUTIES AND RESPONSIBILITIES

Under the supervision of the Director of Senior & Social Services (the Director), responsible for assisting in the provision of social services to all residents in need within the Town of Danvers. Working an average of 15 hours per week in collaboration with the Danvers Community Council (the Council), this position will have a presence at the Danvers Food Pantry to triage and coordinate assistance for those individuals/families in need of Council services.

Must be fully committed to providing service excellence to every person who visits, works, or resides in the Town of Danvers by embodying the organization’s five core values: inclusion, integrity, accountability, positivity, and collaboration.

ESSENTIAL FUNCTIONS

The essential functions or duties are listed below and are intended as illustrations of various types of work performed; the omission of specific statements of duties does not exclude them from the position, if the work is similar, related, or a logical assignment to the position:

- Educate community to availability of social service programs; encourage and receive inquiries from citizens in need of social services; provide preliminary counseling, appropriate referrals and direct assistance in obtaining such services.
- Respond to emergency situations as required; provide report of abuse/neglect of individuals, as mandated by law; communicate with family members, professionals and other involved parties to ensure safety and well-being while maintaining confidentiality.
- Evaluate program effectiveness to develop improved methods; devise and implement evaluation methodology; analyze results and recommend and/or take appropriate action for the participants.
- Recruit, train and supervise volunteer staff at the Danvers People to People Food Pantry; document and implement food pantry policies and procedures; ensure pantry food environment is clean and safe; assign food deliveries and pickups; communicate with clients, volunteers, vendors, town employees, board of directors, social service agencies and others; maintain required paperwork and statistics; assist with administrative duties, such as banking, ordering food, creating schedules, handling mail/messages and similar tasks; administer special programs such as school supply distribution and holiday programs.
- Act as liaison with schools, the public, businesses, agency peers, etc.
- Interact and maintain liaison with participants, instructors, staff and outside/community agencies in facilitating program objectives.
- Work closely with the Director in the daily operation of the Danvers Council on Aging; assist in the publication of monthly newsletter and weekly press release; assist in identifying alternative sources of program funding/grant opportunities.
- Provide support on special projects and serve on committees as assigned by the Director.

- Assist the Director with community outreach.
- Support in budget development for all program areas; provide continual budget implementation and assessment.
- Monitor budget income and expenses assuring a balanced budget.
- Maintain program records in accordance with funding sources.
- Assist in identifying, defining and seeking out additional sources of program funding to support existing and planned program activities financing including grants. Assist and coordinate the development, writing and submission of grant proposals to third-party entities.
- Perform other related administrative or professional duties as required.

SUPERVISORY

Provide supervision to volunteers at the People to People Food Pantry.

Provide supervision to Danvers Senior Center staff in the absence of Director.

KNOWLEDGE AND EXPERIENCE

Knowledge of various Federal, State and Local Legislation and Regulations; knowledge of human relations and counseling techniques; familiarity with operation of human service network and of local government; ability to effectively supervise personnel. Duties require knowledge equivalent to a minimum of Bachelor's degree in Gerontology, Counseling, Social Work or related discipline.

SKILLS AND EDUCATIONAL REQUIREMENTS

BA/BS in Social Services, Human Service or equivalent, (Master's preferred) with at least one course in Gerontology, plus at least two years in the development of human service programs or senior services.

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- Computer & Database Skills.
- Experience with non-profit organizations preferred, but not required.
- Team player/collaborator is a must.
- Self-starter who is motivated to learn new skill on the job.
- Demonstrated ability to multi-task and work both independently and on a team required.
- Must have outstanding verbal and written communication skills and with constituents and employees with diverse backgrounds.
- Ability to perform well under multiple deadlines.
- Organized, disciplined and efficient.
- Research and analytical skills.
- Ability to train, encourage, motivate and manage others.
- Compassionate and Respectful
- Good knowledge of the physical activities that elderly people or senior citizens can perform.
- Good decision maker and ready to take responsibility for the consequences.
- Excellent problem-solving skills.
- Proven Grant Writing, Skills and Experience.