CITY OF SAN PABLO
Established: 10/2016

SENIOR CENTER COORDINATOR

DEFINITION

Under general supervision, coordinates, implements, and oversees one or more programs in the Senior Center Services Division; which may include; coordination of social programs and services for seniors, and/or paratransit services; provides administrative support and program assistance to the Recreation Supervisor; fosters cooperative working relationships with various public and private groups; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Recreation Supervisor. Responsibilities include the supervision of work of full and part-time staff, contractors, and volunteers.

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

Participates in the development and implementation of goals, objectives, policies, and priorities for assigned services and programs; identifies resource needs; recommends and implements policies and procedures, including standard operating procedures for assigned programs and facilities.

Supervises, coordinates, and participates in the day-to-day operations of one or more senior programs and/or facilities.

Assists in the recruitment and selection of staff and provides recommendations; provides supervision, training, orientation, and guidance to assigned staff; monitors and directs the workflow of assigned staff; provides input and documentation for performance evaluations.

Ensures that staff training and certifications are kept current and meet regulatory requirements; schedules and provides training as needed and appropriate.

Acts as a representative to patrons and residents regarding questions, problems, concerns, and activities in the provision of senior recreation program operations, activities, and services relevant to the area of assignment.

Participates in ensuring compliance with relevant health, safety, permitting, and licensing laws and guidelines; maintains and updates all records required by Federal, State, and local regulatory agencies including ensuring compliance for insurance and liability coverage.

Monitors the proper and safe use of program facilities and equipment by the general public; patrols facilities to ensure adherence to rules and ordinances; interprets and applies policies, procedures, laws, codes, and regulations; assists in education about the enforcement of rules and regulations.

Creates marketing materials for programs, including developing and preparing brochures, flyers, newsletters, and other materials.

Maintains accurate records of services and activities, including schedules, program participation and analysis, revenues, expenditures, accidents, and vandalism.

Performs other duties as assigned.

When assigned to Paratransit Services:

Work involves dispatching, driver and vehicle fleet supervision of Paratransit services including, Department of Transportation compliance, vehicle fleet maintenance, maintenance and preparation of required daily and monthly reports; perform related work as assigned.

Develops and monitors daily transportation schedules ensuring safe, timely, and efficient transportation services for senior citizens and persons with disabilities; adjusts schedules as needed to accommodate cancellations and same day service requests; directs and advises drivers on daily schedules as well as modifications to schedules.

Provides transit services as needed to ensure that service levels are sufficiently maintained in the event of absences, delayed schedules, or other service disruptions.

Compiles and analyzes passenger, rides, and vehicle data for daily and monthly reports, assists in the development and use of budget.

Participates and attends meetings and trainings related to transportation rules and regulations.

Assists in conducting outreach activities including partnerships with local businesses and community groups to promote transportation services and increase ridership.

Reports misconduct of passengers and/or drivers. Resolves complaints efficiently and in a timely manager, notify supervisor as necessary.

When assigned to Social Services

Partners with community groups and businesses for the development, coordination, and provision of recreation programs for seniors; oversees and coordinates scheduling of activities, services, games, excursions, and events.

Estimates costs of supplies and materials; orders supplies and materials for projects and activities; maintains records of purchase orders; assists in developing budget figures for specified areas; monitors and forecasts expenditures and revenues.

Plans, staffs, supervises, and coordinates assigned special events.

Compiles and analyzes program participation data for daily and monthly reports, assists in the maintenance of senior center database and accurate records retention.

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

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

Works with and supports activities and events sponsored by various Senior Advisory Boards.

Travels to assigned program sites to monitor program activities, performs outreach to other community based organization to increase program participation. .

QUALIFICATIONS

Knowledge of:

Basic principles and practices of program coordination and implementation.

Basic methods of techniques of delivering door-to-door transportation to seniors and individuals certified under the ADA.

Methods and techniques of dispatching commercial passenger vehicles.

Modern office procedures, computer software and equipment and record keeping.

Basic principles and practices of supervision and training.

Streets, landmarks, and geography of the City of San Pablo.

Pertinent federal, state and local laws, codes, regulations, and procedures relevant to the program area(s) and facilities to which assigned.

Recreational, cultural, age-specific, and social needs of the community.

Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.

Safety principles and practices, including basic first aid and adult and/or child cardiopulmonary resuscitation (CPR) methods.

Ability to:

Relate to culturally diverse seniors and persons with disabilities and establish good community relations, provide excellent customer service.

Plan, oversee, coordinate, review, and evaluate assigned program operations and activities, as well as staff, contractors, and volunteers.

Handle medical emergencies and injuries in a calm and effective manner, including providing basic first aid and adult and/or child cardiopulmonary resuscitation (CPR).

Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.

Work independently as well as to adhere to oral and written instructions.

Communicate clearly and concisely, both orally and in writing.

Calculate and reconcile cash and other monetary transactions.

Drive passengers vans and vehicles, as necessary.

Prepare and maintain accurate computerized records, reports and databases.

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

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

EXPERIENCE AND EDUCATION

Any combination equivalent to experience and education that could likely provide the required knowledge and abilities would be qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Two years of experience, including some supervision of staff, volunteers, and/or contractors, preferably in a municipal setting

Education:

Equivalent to completion of the twelfth grade supplemented by training related to area of assignment. (Associates degree preferred)

REQUIRED LICENSE(S):

Must possess and maintain a valid California Driver's License.

Must obtain American Red Cross First Aid Certificate and CPR Certificate for infant, child, and adult within three (3) months of hire.

If assigned to Paratransit: the ability to complete and maintain Reasonable Suspicion for Supervisors training as mandated by the Department of Transportation.

PHYSICAL REQUIREMENTS:

The work requires a combination of the following physical requirements depending upon a given task, on a given day: between 3 to 8 hours of sitting and finger dexterity; up to 3 hours of standing,

walking, bending, twisting, turning, firm grasping, reaching forward or overhead, talking (face-to-face, verbal contact or public speaking), pinch grasping, hand-eye-foot coordination, far vision accuracy; up to 3 hours of carry, lifting or pushing/pulling less than 25 lbs; 3 to 6 hours of near vision accuracy; up to 3 hours of conversations; up to 6 hours of telephone conversations.

MENTAL REQUIREMENTS:

The work requires a combination of the following mental requirements depending upon a given task, on a given day: abstract variables; interpreting, comprehending and following instructions; detailed, uninvolved instructions; standard problems; simple to complex reading, writing, and math skills; clerical, synthesizing, coordinating, analyzing, computing, copying, comparing, supervising

WORK ENVIRONMENT:

Work is performed indoors and outdoors; using a computer and other office equipment; working alone; working around or with others. Incumbents may be exposed to blood and body fluids rendering First Aid and CPR.