

**South County Senior Center  
Program Assistant  
Job Description**

**General Statement of Duties**

The Program Assistant provides ongoing support, assistance and programming management to seniors and their families in the towns of Deerfield, Sunderland, and Whately.

**Supervision**

Works under the direct supervision of the Senior Center Director, following rules, regulations, and policies approved by the Board of Oversight. Additional supervision will be provided by the Town Administrator of the Town of the Board of Oversight's chairman.

**Job Environment/Schedule**

Works primarily at the South County Senior Center in South Deerfield and on minimal occasions, in client homes. The Program Assistant will begin working at 8:30 a.m. on Monday, Wednesday, and Friday and will work two 3.5 hour days and one 3.0 hour day. On infrequent occasions, the Program Assistant will be asked to work on Tuesday or Thursday mornings for specific events.

**Essential Duties**

- Assists Director in planning, developing, implementing, and promoting activities and programs for elders and caregivers from the towns of Deerfield, Sunderland, and Whately. This includes, but is not limited to, contacting potential vendors, speakers, and entertainers; working with Director to set up/break down events; arranging transportation; and running necessary errands to purchase items for individual events.
- Contacts seniors to remind and confirm attendance at recreational programs or medical appointments.
- Maintains monthly wall calendar of activities and creates sign-up sheets for specific programs.
- Creates publicity for events and programming and distributes to media and community.
- Maintains confidential client files both online and in an Emergency File Box.
- Provides information about, and referrals for, elder services and benefits.
- Assists with the completion of applications and/or contacts appropriate referral agencies to ensure elders are able to access services. Holds office hours one morning per week designated for this assistance.
- Maintains a library of fact sheets and brochures for distribution to elders and caregivers. Mails information to clients as needed.
- Completes a computer-generated monthly statistical report of clients served, including a narrative discussing the types of programs and activities provided each month.
- Assists with daily management of the Center, including opening procedures.
- Helps recruit and train volunteers to assist with Center events and programming.

- Submits monthly article to the Center Newsletter.
- Assists Director with compiling monthly Senior Center usage statistics for reporting purposes.
- Conducts home visits only when necessary to link homebound seniors to services. Refers homebound or isolated seniors to a Friendly Visitor program or local Area Agency on Aging.
- Manages all aspects of the Senior Center when the Director is unable to be present.

### **Qualifications**

- Minimum of a Associates Degree in program management, activities, recreational therapy, social work, or a related field.
- Three to five years experience in programming at a community agency, preferably working with seniors.
- Thorough knowledge of community resources, benefits, agencies, services, and programs that are available to meet the needs of elders and caregivers. Experience working with Medicare, health insurance, Food Stamps, Brown Bag Program, and Fuel Assistance preferred.
- The Program Assistant must complete an annual CPR class provided by the Town of Deerfield Emergency Management Services Department.
- Strong computer skills, including creating and managing word processing documents, spreadsheets, and databases. Excellent working knowledge of Microsoft Office, including PowerPoint, required.
- Accurate record-keeping and documentation skills, including an ability to maintain the confidentiality of client information.
- Excellent communication skills, particularly in public speaking and in working with a diverse groups of individuals. Ability to use standard office equipment, including photocopier, digital camera and photo printer required.

### **Physical Requirements**

- Visual, speaking, auditory and mobile capacity
- Ability to understand and/or interpret complicated program and software instructions.
- Capacity to work well in fast paced, rapidly changing environment.
- Ability to communicate by phone.
- Manual dexterity for computer input
- Ability to do mathematical calculations
- Ability to produce statistical reports
- Ability to lift 35 lbs
- Ability to drive.
- Ability to climb stairs
- Ability to visit clients in their own homes in all seasons.
- Ability to sit or stand for long periods of time.
- Availability to work required hours

- Availability to attend required meetings

**Wages**

The Program Assistant shall work 10 hours per week with a pay rate of \$13.00 per hour. There are no benefits associated with this position.