

Orange Elderly Services, Inc. dba Orange Senior Center

Orange Elderly Services, Inc. dba Orange Senior Center is an Equal Opportunity Employer.

JOB/POSITION TITLE: Director of Program and Operations

Date Revised: March 2021
Reports to: Executive Director
Supervises: Program and Operations Staff, as well as volunteers
Classification: Full-Time; Exempt
Location: 170 S. Olive Street, Orange, CA 92866
Position Hours: 8 am - 4:30 pm; Monday - Friday and as needed
Salary: \$55,000 - \$60,000 starting range
Benefits include: Health and dental insurance, 403(b) program

How to Apply: Send a COVER LETTER and resume to information@orangeseniorcenter.org
(Use the subject line: Director of Operations – *your name*)
Applications accepted until 5 p.m. on April 23
Start date: May 18, 2021
No phone calls please

ABOUT THE ORGANIZATION:

Orange Elderly Services, Inc. dba Orange Senior Center (OSC) empowers the elderly population in the City of Orange. OSC is an Orange County-based nonprofit providing basic needs and enrichment services to the elderly living with limited income and facing hardships such as elder abuse, health and memory issues, food insecurity and lack of transportation. Our nutrition programs including meals on wheels program which serves more than 1,500 seniors each year. We believe that our employees contribute in creating a wonderful place where seniors love to participate, which in turn, makes our business succeed. For that reason, we strive to provide a work atmosphere that offers personal challenge, opportunity and the reward of serving others. OSC looks for employees who are dedicated to the senior population. Being a part of our team, your responsibilities and duties will help us achieve our mission and purpose.

The Orange Senior Center is a focal point in the City of Orange for programs designed for older adults. Our mission is dedicated to promoting healthy and active lifestyles for adults 50 and better through quality programs and services. We also stand as a foundation for older adults to live their lives with independence and dignity for as long as possible in their own homes. Center programs include education, health screenings, exercise and wellness programs, travel, social activities, computer training, nutritionally balanced congregate senior lunch program. We also offer an outstanding volunteer program. These dedicated volunteers assist with programming and meal deliveries to over 70+ meals each day to the homebound elderly in the Orange community.

Orange Elderly Services, Inc., a nonprofit organization with over 35 years of experience serving older adults, operates the Orange Senior Center. The center is located in the Old Towne Orange Historic District next to the Orange Plaza. Not only does the center assist in everyday life, it also sets as a background for new friendships to begin and existing ones to flourish!

Why the Orange Senior Center is a Vital Resource

- It offers innumerable opportunities for regular social interaction making seniors less vulnerable to depression, isolation and loneliness
- It is a special place where community is found and friendships are formed
- It provides opportunities for lifelong learning and education
- It helps maintain independence
- Involvement in programs and services such as those offered by the Senior Center are known to delay the progress of disabilities and institutionalization.

JOB/POSITION SUMMARY:

Reporting directly to the Executive Director, the Director of Programs and Operations oversees the day-to-day operations of a busy senior center. The Director is responsible for the design, management and coordination of more than 50 programs and activities for 300+ senior participants daily. This position oversees the operation and maintenance of the Center and will also serve as the Center's liaison to the City as well as various committees, collaborating agencies and community organizations. In addition, the Director will handle production of the Center's monthly newsletter, website and social media.

POSITION RESPONSIBILITIES AND ESSENTIAL FUNCTIONS:

- Program Management
 - Plan, organize, schedule and promote programs for seniors at the Center.
 - Develop an evaluation method to assess program strengths and identify areas for improvement.
 - Recruit and schedule volunteers to provide services benefiting seniors (blood pressure clinic, legal aid, health screenings, etc.) and administer contracted program services.
 - Coordinate program activities with Community SeniorServ/MOW-OC staff and other collaborative vendors.
 - Develop new activities as needed.
 - Act as primary staff for the Participant Council, develop agenda.
 - Oversee contracts for instructors, vendors, and entertainment; ensure all contractors, vendors, and partners have proper insurance documentation.
 - Develop resources and supervise and train staff to provide direct referral services for participants and the community.
 - Meet regularly with community groups that are related to senior citizens services or provide resources to the elderly. (Senior Roundtable, Santiago College, etc.) Serve on related committees.
 - Assist in preparing programs and services annual budget, monitor budget expenditures and revenues.
 - Prepare regular reports on programs and services and report for the Board of Directors
- Operational Responsibilities
 - Identify maintenance and safety problems at program facility, and coordinate repairs as needed
 - Inspect the facility, equipment and supplies for maintenance needs and safety standards; purchase supplies and equipment.
 - Serve as staff liaison to Building Committee. Responsible for reporting facility issues, including Day Porter oversight and nightly and weekend classes usage, and insuring resolution of issues with City staff.
 - Oversee Center master calendar.
 - Maintain equipment and inventory records.
 - Coordinate ongoing, minor and major facility repairs, improvements and replacements
- Supervisory Responsibilities
 - Manage a team with a diverse array of talents and responsibilities.
 - Scheduling and Supervision of staff (Transportation Coordinator, Facility Coordinator, Kitchen Supervisor, Reception Staff, Program Instructors, Volunteers and Interns).
 - Ensure timely and accurate preparation of subordinates' timesheets; prepare performance reviews.
 - Preside at monthly staff meetings and develop staff agenda.
 - Recruit and train volunteer program staff. Participate in recognition events, including annual volunteer party.
- Marketing Responsibilities
 - Compose, edit and produce the Center's monthly Newsletter (Orange Slices) – including marketing ad space to vendors.
 - Provide content for and manage the Center's social media pages and website.
 - Serve on Branding and Marketing Committee and participate in marketing the center's programs and events to the community.
 - Develop flyers, posters and other marketing plans and collateral as needed to promote Center activities.
- General Responsibilities
 - Assist the Executive Director in developing and revising goals and objectives related to furthering the mission and objectives of agency.
 - Assist with the preparation of annual program and facility budgets; evaluate expenses and revenue by account and maintain financial records.

- Assist Executive Director in identifying possible funding sources and provide assistance in grant writing activities.
- Assist Executive Director and Board with Fundraising events and activities as assigned.
- Staff liaison to participant involved fundraising activities, include rummage sales, etc.
- Respond to internal and external inquiries, requests, and complaints.
- Attend meetings and events as assigned.

JOB SKILLS AND ESSENTIAL FUNCTIONS:

- Professional communication skills (verbal and written).
- Excellent relationship-building and boundary-setting skills.
- Independent decision-making skills.
- Exceptional crisis management and risk mitigation skills.
- Proven desire to support and work with an extremely diverse population without judgment or bias.
- Demonstrated commitment to addressing and resolving social situations.
- Requires excellent time management and organizational skills with the ability to prioritize multiple tasks efficiently and effectively.
- Proficient user of Microsoft Office programs, specifically MS Word, Publisher, Excel, and Outlook.
- Must be able to maintain complex records and data.
- Ability to assume responsibility without direct supervision, exercise initiative and judgment; to prioritize and organize workload to complete assignments in a timely manner, and to make decisions within the scope of assigned authority.
- Leadership skills including maintaining a professional demeanor with staff, clients and the community.
- Professional and polished image with an ability to develop and maintain effective working relationships with staff, clients, volunteers, and other community/government agencies.

In the course of performing this job, the incumbent typically spends time sitting, walking, standing, listening/speaking, writing and operating a computer. This position will be required to drive an automobile or use public transportation to attend meetings within the community. This position is expected to lift and carry office records and supplies up to 40 lbs on an occasional basis. Reasonable accommodations may be arranged to enable individuals with disabilities to perform essential duties of the job.

JOB QUALIFICATIONS

- Bachelor's Degree or equivalent preferred (comparable work experience will be considered)
- Three to five years of experience in planning, organizing and implementing community service programs and activities is required.
- Three to five years' experience supervising and directing staff and volunteers (volunteer work included)
- CPR and basic first aid certification desirable
- Requires ability to travel to locations around Orange County
- Must be able to pass background checks successfully upon hire and throughout employment.
- Requires a commitment to and a passion for the work of the Orange Senior Center

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements are representative of the knowledge, skill, and/or ability required.