

RETIRED SENIOR VOLUNTEER PROGRAM-DIRECTOR

DISTINGUISHING FEATURES OF THE CLASS: The employee in this position directs and participates in the development and operation of the retired senior volunteer program in Cattaraugus County and assists the director with evaluating services available for the aging and developing new programs to meet their needs. An incumbent performs a variety of administrative duties in conducting program affairs. The work is carried out according to procedures and policies established by the Federal Government through grant regulations and by the advisory committee. This work requires a great deal of contact with senior citizens. The employee is directly responsible for all the activities of the program and receives general direction from the Director of the Department of the Aging and/or Coordinator of Services for the Aging. Direct supervision may be exercised over subordinate personnel and volunteers. A Retired Senior Volunteer Program-Director does related work as required.

TYPICAL WORK ACTIVITIES:

- Plans program, assists with developing local policies, and determines priorities with the advice of the local advisory committee and the grantee;
- Recruits new senior volunteers as additional placement opportunities are developed;
- Cooperates with the Volunteer Coordinator at volunteer stations to orient and train senior volunteers for placement in volunteer stations and monitors volunteer stations;
- Establishes and maintains adequate financial and statistical records for the systematical reporting of data to federal, state, and local agencies;
- Prepares annual grants and county financial requests when justification of funds is requested and is responsible for all associated data management and reports;
- Monitors program budget;
- Uses survey instruments to assess the need for additional services for senior citizens in the area;
- Develops information systems monitoring the quantity, quality and the cost of services;
- Prepares service utilization reports as required by funding agencies;
- Plans and supervises special events to recognize senior volunteers;
- Plans and implements an annual evaluation of the program and aids in the design and implementation of new programs;
- Assists in the preparation of news releases, project summaries and reports;
- May supervise program personnel and volunteers.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, AND PERSONAL

CHARACTERISTICS: Thorough knowledge of the rules and regulations of the RSVP Program; good knowledge of the characteristics, needs, and interests of senior citizens; good knowledge of principles and procedures used to motivate and stimulate volunteers; good knowledge of Cattaraugus County and its community services; good knowledge of data management and associated computer skills; working knowledge of procedures necessary to write grants for funding; working knowledge of public information and relations techniques; ability to plan and supervise the

work of others; ability to communicate clearly and effectively; ability to organize; initiative; resourcefulness, tact, courtesy, physical condition sufficient to perform the essential functions of the position..

MINIMUM QUALIFICATIONS:

- A. Graduation from a regionally accredited New York State registered college or university with a Bachelor's degree including or supplemented by twenty-one (21) credit hours in either business or the social or behavioral sciences and one year of experience in the direct delivery of services to clients in a community service agency which involved the use of data management software;

OR

- B. Graduation from a regionally accredited or New York State registered college or university with a Bachelor's degree and two years of experience in the direct delivery of services to clients in a community service agency which involved the use of data management software.

CATTARAUGUS COUNTY CIVIL SERVICE COMMISSION

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