

Job Title: Assistant Director, Arts Through Aging Center (Hybrid)

Supervisor: Senior Director of Programs

Job Status: Exempt/Full Time

Job Hours: 35 hours per week, 8:00am-4:00pm

Location: Midtown Manhattan

About Encore: How have you impacted someone's life today? At Encore Community Services, our teams are dedicated to supporting the lives of older New Yorkers so that they may live with dignity and decency in a safe and caring environment. For over 40 years, Encore Community Services has provided care to the elderly of the Clinton, Times Square, and Midtown communities. Encore provides a comprehensive array of programs for older New Yorkers, including: supportive and affordable housing, home-delivered and sit-down meals, case assistance, education, recreation, and friendly visiting. The organization takes a "no wrong door approach" to ensure Seniors are able to access all of their neighborhood and other entitled resources, so they may age in place comfortably for as long as possible. Encore is at an exciting inflection point in its development. The organization is working to build off a rich history to deepen its services and scale the work of giving back to seniors. Encore is keenly aware that the demographics of Older New Yorkers is rapidly evolving. Therefore, Encore must also evolve to ensure the health, mental health, and economic stability of New York's diverse and vibrant senior community.

Position Description: Administer and manage the day-to-day operations of the Older Adult Center program; oversee department budgets; ensure the provision of services, implement and maintain sanitary and safety standards, and supervise workers involved in providing nutritional, emotional, physical, intellectual, and culturally diverse services to clients and the community at large. Major focus on establishing innovative Arts with Aging programming.

Responsibilities

Administration:

- In coordination with Encore's HR team, recruit, hire and train staff for the Center
- In conjunction with Encore's fiscal team, monitor budgets, spending and on-site financial record-keeping
- Monitor Center space to ensure it is inviting and welcoming for participants
- Develop and implement policies and procedures for the Center
- Ensure that contracted units for the center are met by setting annual goals and objectives in alignment with funders and key performance indicators.
- Oversee and develop programming with a special focus on innovation that emphasize healthy, purposeful and successful aging
- Maintain all client records and center files
- Ensure that the center's voluntary contributions, fundraising efforts and activity payments are accounted for and follow proper protocols
- Oversight for the timely and accurate ordering and purchasing of food and supplies.
- Act as a liaison of agency to the community, establish and maintain relationships with other community organizations and local politicians, conduct public relations activities

(i.e. prepare or oversee the preparation of flyers and newsletters), and oversee outreach to target population.

- Ensure and maintain proper functioning and upkeep of the physical facility in collaboration with the IT and Facilities Manager.
- Disseminate information regarding changes in policies and procedures affecting rights and entitlement.
- Monitor private grant programs to ensure the program meets projected goals.
- Participate in DFTA mandated meetings and adhere to all DFTA standards and guidelines.

Supervision:

- Oversee staffing, including supervising staff, volunteers and student interns including: training staff, assign appropriate training/in-service, designate staff assignments, establish work priorities, meet with staff at least once a month, and participate in the selection and progressive discipline of staff.
- Provide ongoing supervision to staff, volunteers, and student interns, including designating staff assignments and establishing work priorities.
- Monitor and evaluate staff performance including completing annual performance reviews and advance staff professional development
- Maintain staffing schedule to adequately service participants and meet all applicable DFTA and other regulatory requirements.
- Supervise and manage the Leader on Duty schedule and training
- Lead team meetings and provide effective supervision of staff, interns, and volunteers
- Evaluate workload and capacity of staff to determine the feasibility of expanding or enhancing services to clients.

Program Management:

- Direct and administer the program in conformity with agency and funders' guidelines, make recommendations, and advocate and report on program's activities to Executive Team, funders and stakeholders
- Oversee all social services, including case assistance/management, elected officials, grant program, senior partners, telephone reassurance, intergenerational programs, social action committee, all groups and center classes, and programs, pantry and clothing closet, committees etc.
- Negotiate and respond to grievances and perform crisis intervention as needed
- Ensure that all participants are treated with respect and dignity
- Coordinate fund-raising and public relations activities
- Work as a member of the team to establish and maintain high level of care and respect for and communication with residents
- Promote the agency and center by performing outreach, participating in community events, and representing the agency to the public
- Develop and maintain liaisons with other organizations, as appropriate, to collaborate in outreach efforts or other partnership opportunities

SACW Leadership Team

- Attend training sessions and conferences as required for enhancement of job skills
- Assist with other duties as directed

Qualifications:

- BA degree in Human Services or related field
- At least three years of experience in a similar role in a fast-paced, high-growth environment.
- Demonstrated experience with grant and program management
- Physically able to perform duties such as standing for long periods, squatting, bending and lifting heavy objects
- Ability to work with minimal supervision, **highly detail-oriented**, diligent, able to adapt easily to change, and able to work in a high-paced environment
- High comfort level in dealing with vendors and employees at all levels in the organization.
- Proficient in the use of Google Suite, MS Office suite applications (Word, PPT, Excel), and Adobe Professional.
- Public speaking experience; knowledge of marketing and promotional practices
- Must demonstrate a positive, professional appearance and attitude, sensitivity to participants' issues and feelings, and excellent communication skills. Demonstrate strong emotional intelligence and problem-solving skills.
- Demonstrate ability to develop, coordinate, and direct varied activities involved in a senior center, including trips and special event supervision.
- Demonstrated ability to establish and maintain effective relationships with members, employees, agencies, instructors, community leaders and the general public.
- Working knowledge of STARS, NYC Department for the Aging data collection system a plus.
- Ability to communicate effectively verbally and in writing.

To Apply email Resume and Cover Letter to jobs@encorenyc.org. In the subject line, please indicate "Assistant Director, Arts Through Aging Center"

Due to the high volume of applicants, only qualified candidates will be contacted. No phone calls please. Encore Community Services is an equal opportunity employer and does not discriminate on the basis of race, color, gender, socio-economic status, marital status, national or ethnic origin, age, religion or creed, disability, or political or sexual orientation. Reasonable accommodations may be made to enable individuals with disabilities as defined by the ADA to perform the essential functions of the job.

All new hires must be vaccinated against the COVID-19 virus, unless they have been granted a reasonable accommodation for religion or disability. If you are offered employment, this requirement must be met by your date of hire, unless a reasonable accommodation for exemption is received and approved by Encore Community Services.