



## **JOB TITLE: Senior Engagement Manager**

### **POSITION SUMMARY:**

Oversees all JFS senior engagement services, including the supervision and management of personnel, the implementation, monitoring and evaluation of programs and services, and planning and developing new programs. The Senior Engagement Manager serves as the community representative for JFS in collaborating and planning services for older adults. The Senior Engagement Manager reports to the Director of Programs and Services.

### **EMPLOYMENT CLASSIFICATION:**

The Senior Outreach Manager is an exempt full-time position.

### **DUTIES/RESPONSIBILITIES:**

#### **Supervisory**

- Responsible for the orientation, training, supervision, and annual performance evaluation of all senior engagement staff and case manager position.
- Ensure staff are providing required documentation for services provided.
- Monitor staff productivity and work with assigned staff to ensure quality service delivery.
- Assign and review work load of department staff.
- Offer professional growth opportunities for professional staff.
- Promote a collaborative, client-focused, and mission-aligned team culture.

#### **Community Outreach Services**

- Plans and implements programming, educational and socialization groups, and outreach efforts to Senior residents in both senior living facilities and those residing in their own homes.
- Educates the community on aging issues and resources to establish JFS as the Jewish community's resource for the aging community.
- Promotes JFS at various professional and community settings as it relates to senior services.
- Maintains community contacts and relationships to maximize use of community resources.
- Represents JFS at organizational or community meetings as it relates to services for seniors.
- Implements inter-generational programs with the schools and institutions in the Jewish Community.
- Coordinates and/or implements programs and services that support caregivers.
- Conducts Jewish cultural programs for seniors who reside in the community or group facilities.
- Collaborate with community partners in implementing Senior specific programs.
- Oversees the senior visitation program.



- Oversees the implementation of programs and services specifically for Holocaust survivors in the Greater Charlotte community.
- Acts as the representative from JFS in planning community programs for Holocaust survivors living in the Greater Charlotte community.

### **Admin and Strategic**

- Performs basic administrative tasks such as record keeping, charts managements, and statistics related to performance and productivity of programs and services on a monthly basis.
- Documents client services in the electronic data base.
- In collaboration with the Director of Programs and Services and Financial Services Manager, assists in establishing a program budget.
- Manages the quality improvement structure including data and outcomes for senior and caregiver programs and services.
- Collaborates and assists the Director of Programs and Services and Executive Director in assessing the needs of seniors in the community.
- Collaborate with the Director of Programs and Financial Services Manager to develop, manage, and monitor program budgets, including grants specific to senior services and Holocaust survivor programs.

### **Interdepartmental Collaboration**

- Work closely with internal departments to align efforts in program planning, service delivery, and community engagement.
- Coordinate with the Community Liaison to match volunteers with senior engagement needs.
- Collaborate with Marketing to promote senior programs and increase visibility in the community.
- Ensure that programming aligns with agency-wide goals and integrates cross-departmental resources effectively.

### **KNOWLEDGE AND SKILLS:**

- Management and supervisory skills.
- Effective communication skills both verbally and in writing.
- Ability to establish and maintain professional relationships and boundaries with client/families, staff and community agencies.
- Ability to plan, organize, and manage service and program activities.
- Knowledge of Jewish culture and values.
- Knowledge of issues impacting older adults.
- Ability to identify and access resources for Senior Adults in the Greater Charlotte community.
- Understands service delivery trending in the aging community.



- Comfort level and ability to speak and present in public.
- Good organizational skills.
- Use effective time management skills to complete required job duties.
- Ability to work independently.
- Ability to use basic computer software programs such as Microsoft word, outlook and data entry.

**Minimum Qualifications:**

A Bachelor's Degree, preferably in Social Services. At least five years of experience, three years in a of supervisory position. Experience working with older adults. Specific training in the field of Gerontology a plus.

**MY SIGNATURE BELOW INDICATES THAT I HAVE READ AND UNDERSTAND THE JOB DESCRIPTION AND AGREE THAT I AM QUALIFIED AND POSSESS THE EDUCATION AND SKILL TO MEET THE REQUIREMENTS OF THE POSITION WITH OR WITHOUT REASONABLE ACCOMMODATION(S):**

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EMPLOYEE SIGNATURE

\_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_  
DATE

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SUPERVISOR'S SIGNATURE

\_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_  
DATE