



## Senior Resource ASSOCIATION

*Promoting Independence in our Community*

### **Director of Adult Support Services**

#### **About the Organization**

Senior Resource Association (SRA) is a 501 (c)(3) non-profit organization that provides services to support and advocate for independence and dignity of older adults throughout Indian River County. Our organization was established in 1974 to promote an active, healthy, and independent lifestyle for older adults through a variety of client-centered programs and services. We provide nourishment, supervised socialization, transportation and information referral services for seniors and their families. Our goal is to keep seniors healthy and in their own homes for as long as safely possible. In addition, SRA is the county-designated public transportation provider. Our fixed route buses provide service along 15 routes throughout Indian River County, and part of St. Lucie County. Our demand-response service picks up the elderly and disabled at their specified origination point and takes them where they need to go in the community. For more details, visit [www.SeniorResourceAssociation.org](http://www.SeniorResourceAssociation.org).

#### **Primary Function:**

Responsible for strategic initiatives, direction and implementation of programs and services that continually address the needs of potential and existing customers, while ensuring regulatory compliance internally and externally, for example, with SRA and governing agencies, to uphold licensure. Provide direction and guidance to staff identified under Programs. A representative of the Senior Executive Team and interacts with the SRA Board of Directors on a regular basis.

#### **Principal Responsibilities:**

*These are examples of the type of work performed. Management reserves the right to add, modify, change, or rescind work assignments as needed*

- Lead and oversee the strategic and daily operation of area of responsibility: Case Management, Nutrition, Adult Day Services and Guardianship to achieve organizational objectives.
- Maintain solid knowledge of governmental rules and regulations required for senior programs and services; timely educating and/or informing appropriate staff to ensure quality and compliance
- Develop new and/or innovative methods to enhance and/or expand programs and services, including new diverse revenue sources
- Assess, analyze, and monitor impact of program and services offered to continually address customer and community needs
- Evaluate staff performance utilizing SRA Performance Management Process; manage, coach, and provide necessary feedback to individual and team to ensure quality, productivity, and customer satisfaction
- Audit program records, i.e., case management files, and provide feedback to reinforce compliance and consistency



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- Identify and manage budgets within area
- Establish and maintain positive work relationships with partnering agencies, philanthropic entities, and community business leaders; develop and deliver presentations that educate key decision makers on past, present and future strategies

**Knowledge, Abilities and Skills:**

- Project and time management

**Education / Experience:**

Master's degree required

Minimum 5 years' experience in effective leadership

3 years' experience in social services, geriatric or related field preferred