VISIONS/ Services for the Blind and Visually Impaired

Job Description

Job Title: Operations Assistant for VISIONS at Selis Manor
Department: VISIONS at Selis Manor
Reports to: Director of VISIONS at Selis Manor with Task Supervision by Senior Center Director
Status: Full-Time, Exempt

Goals
Promote the independence of people of all ages who are blind or visually impaired. Encourage respect, sensitivity and understanding for individuals and the natural environment and their differences.

SUMMARY:
The Operations Assistant is responsible for assisting in the day-to-day operations for all services at VISIONS at Selis Manor and the implementation of VISIONS Innovative Senior Center, currently funded by the NYC Department for the Aging (DFTA) and other sources.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Customer Service:
➢ Responsible for the management of Welcome Center area including phone coverage and welcoming of participants and visitors. Promote and publicize program activities for Selis Manor, via tours of the facility and address daily walk-ins.
➢ Ensure all new participants complete required applications and forms to be enrolled into the program. (i.e. policies/procedures, application for admission, hold harmless agreements, ARCO policies)
➢ Ensure VISIONS database is up to date including demographic information, services, units, registration, etc.
➢ Responsible for coordinating volunteer coverage of the welcome center during emergencies, call outs, etc.
➢ Ensure accessible program activities, menus and announcements are available for distribution at the front desk.
➢ Document class registration for each person.
➢ In conjunction with Office Manager and receptionist, place calls to all registered participant to notify clients of classes they are registered for.
➢ Assist in preparing the program guide for circulation and registration.

Senior Center Program Operations
1. Ensure intake applications are completed for new members in the ISC
2. Assist the Senior Center Director in meeting and documenting all DFTA Innovative Senior Center contract requirements.
3. Manage Stars database, tracking and data entry for DFTA programs.
4. Ensure digital and paper files are accurate and up-to-date in preparation for program and nutritional audits.
5. Assist the Director in serving a daily average of 250 seniors across all services.
6. Obtain a Food Protection Certificate from the NYC Department of Health. (if necessary) Assist the Director during the periodic survey of meals to determine the popularity of current meals and to recommend the addition of new meals.
7. Assist in the implementation of innovative senior center programming, focusing on health promotion, physical activity, nutrition counseling and socialization.
8. Assist with senior benefits, including case assistance and information & referral. Ensure 40 hours per week of case assistance and 5 hours per week of information and referral.
9. Assist with the development and facilitation of health promotion and socialization services including the following: physical health/exercise, health management, mental health programs, arts & culture, technology and education programs.
10. Assist in the implementation of at least 2 fitness classes per week.
11. Prepare written instructions during vacations/time off, so that the immediate supervisor or another designated staff member can implement procedures in the employee’s absence.

**Community Outreach and Public Relations:**
- Participate in outreach/network opportunities to publicize VISIONS at Selis Manor and the Innovative Senior Center to recruit youth volunteers and senior participants.

**Supervisory Responsibilities:**
- Assist in the supervision of interns and/or part-time assistants (i.e. BSW’s or college students, Title V workers, WEP participants) if and when funding allows.
- Attend scheduled quarterly volunteer meetings (as needed) and train all new volunteers with the assistance of Volunteer Coordinator and Selis Manor Director.

**Other duties as assigned**

**Perform other duties as assigned.**

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

**EDUCATION AND/OR EXPERIENCE:**
- Associates Degree or equivalent
- Previous customer service and office experience
- Competent computer skills including MS Word, Excel, and Outlook
➢ Familiar with database and data entry a plus
➢ Excellent computer skills and database skills required.
➢ Project management experience
➢ Prior experience working in a DFTA funded senior center a plus
➢ Three years of work experience
➢ Bi-lingual in English/Spanish

QUALIFICATIONS AND SKILLS: Attention to detail, ability to work independently; Cheerful presence and people skills; ability to interact with staff and vendors; must be a self-starter, well organized, a team player and understanding of the philosophy of a nonprofit service organization and the impact that it has on the culture and operation of the agency. Excellent written and verbal communication skills required.

Salary: Commensurate with education and experience.

Location: VISIONS at Selis Manor, 135 West 23rd Street, New York, NY 10011

VISIONS is a 501(c) (3) non profit rehabilitation and social service agency incorporated in 1926. VISIONS provides service for blind and visually impaired people of all ages in the Greater New York Metropolitan Area.

VISIONS is an equal opportunity employer. All job candidates, consultants and volunteers 18 years of age and older, must consent to a background investigation including a criminal justice system search, reference and education checks.

VISIONS Employees should report any equipment malfunction, repair needs or any broken item. At no time should there be any attempt to fix any item without written authorization and inclusion in the job description. Safety and risk management is everyone’s responsibility.

Send cover letter and resume by email to Ann DeShazo
adeshazo@visionsvcb.org
No phone calls.

Position available as of May 1, 2015

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