

Centre Manager (AAC)

Purpose of Position

Reporting to Director, HOD of Eldercare (Active Ageing Centre), the Centre Manager (CM) is entrusted with the responsibility to lead in the strategic directions, manage the manpower and oversee the daily operations of the assigned Eldercare Centre to fulfill its intended purposes as stipulated by the funders and LBSA.

Responsibilities:

Management Role

- Staff Management

- Deployment – Effective and efficient deployment of team member, maximizing their strengths and potential.
- Development – Take the lead in developing a learning culture among the team, provide guidance to build staff capabilities and capacity.
- Disciplinary matters – Ensure that each staff fulfills the given responsibilities; provide inputs if disciplinary actions are required.
- Management Reporting – Provide timely reports to Senior Management, including Management Committee members.

Strategic Planning

Community Outreach

- Develop customized Master Community Outreach Plan for the given service boundary, with the aim of achieving the given annual target for seniors mapped to the Centre.
- Advocate the needs for seniors to external stakeholders and advocate LB's values & mission in the community.
- Plan communication and to educate seniors about Active Ageing Programme
- Community Outreach – Guided by the Master Community Outreach Plan, take lead in the implementation, review and evaluation of the plan.

Relationship Management

- Develop strategies for asset mapping, fortify existing relationships; identify new community partners, engage and build relationship to garner their support to serve the seniors.
- Take lead in engaging community partners, build effective and sustainable partnerships with them to serve the needs of the seniors.
- Advocate the needs for seniors to external stakeholders and advocate LB's values & mission in the community.

Volunteer Management

- Develop customized Volunteer Management Plan for the Centre, with the aim of curating a meaningful and purposeful experience for each volunteer (including senior who converted to volunteer) while serving the seniors
- Establish roles where seniors can volunteer
- Share with VM team for strategic recruitment to achieve meaningful volunteer experience
- Formulate successful VM practices in AAC (with guidance from VM team)
- Motivate staff to engage and support volunteers for activities
- Identify suitable volunteer roles to engage clients or from external individuals to contribute in
- Take lead in volunteer appraisal and provide recommendation during annual appreciation & awards presentation

Volunteer experience (general)

- Satisfaction of the activities engaged with seniors
- Volunteer retention
- Serving Seniors – Formulate customized guidelines to serve the needs of the seniors; take lead in handling challenging service users; put in place clear SOPs in monitoring the Alert Alarm System (AAS) (if applicable).

Centre Operations

- Key Performance Indicators – Maintain close monitoring of the given KPIs, implement measures to collect and report the data at stipulated timeframe.
- (Core but not limited)

Active Aging Program Quality

- Elderly surveys (satisfaction rate)
- Elderly recruitment count
- Elderly retention rate
- Elder's participation rate (programmes, returning and or new programmes)

Programmes and Activities

- Lead in regular reviews, planning, implementation and evaluation of programmes, along with the types of activity (within or beyond the Centre), ensuring that they remain relevant to the 5-dimensions of wellbeing among seniors.
- Put in place efficient measures to collect and document data for reporting purposes.

Recruitment of Members

- Plan promotion and advertisement of AAC programme to seniors in designate blocks on a regular basis
- Assess and recruit new senior as member by using the Community Screener Tool & other required trained tools

- Tier new member according to the given criteria

Financial Reporting

- Assume stewardship over the budget allocated, ensure adherence to planned budget
- Implement regular checks and controls to ensure proper recording
- Put in place safeguards against misappropriation of the Centre's assets
- Prepare reports in a timely manner

Other Duties

- Any other responsibilities as assigned by the Deputy Executive Director/HOD/SCM

Qualifications & Requirements:

- Degree or Diploma in the field of Social Sciences (i.e. Social Work/ Gerontology) preferred
- At least 2 years of experience in direct operational roles such as running a social service-related Centre (preferably in the area of Eldercare)
- Prior supervisory experience, with at least 2 staff reporting to him/ her
- Strong stakeholder management skills, able to develop and build relationship with wide variety of community partners
- Knowledge in financial management – adherence to allocated budget and ensure cost-effectiveness
- Strong administrative skills – good documentation and report writing
- Proficient in Microsoft (Word, Excel and Powerpoint)
- Enjoy working with seniors
- Good problem-solving skills
- Strong interpersonal skills, a team player, yet able to work independently.
- Strong communications skills, preferably bilingual.
- Dynamic, quick thinking, adaptable and responsive to change.
- Enthusiastic and self-motivated.