



## **Senior Director, Center for Information Services (F/T Exempt)**

The *Jewish Council for the Aging (JCA)*, located in Montgomery County, Maryland helps the wider community thrive by providing programs and services that support older adults and their families and build bridges across generations. Our focus includes:

- Empowering independence for seniors through transportation and employment programs.
- Offering solutions to families seeking information and support around aging through our Senior HelpLine and Medicare information services as well as our Kensington Clubs for people with early-stage dementia.
- Building caring connections across generations, through our Interages® Center that connects seniors with K-12 students.

Last year JCA directly served more than 9,000 people and indirectly touched at least 18,000 through social media, the website, and the Senior Resource Guides published in *Washington Jewish Week*. JCA serves seniors of all faiths, races, ethnicities, and income levels throughout the Washington region.

For more information about JCA, visit <https://accessjca.org/>.

**Job Title:** Senior Director, Center for Information Services

**Salary Range:** \$80,000 - \$86,000

### **Job Summary**

Reporting to and working in close collaboration with the Chief Executive Officer, the Senior Director of the Center for Information Services oversees information and referral and mobility management services as well as outreach for the whole agency. As a member of Senior Staff, helps to establish and realize the JCA vision and frequently represents JCA at public forums and events.

## **RESPONSIBILITIES/DUTIES:**

- Develops and manages the Center for Information Services, which includes the Senior HelpLine, Connect-A-Ride, Escorted Transportation, VillageRides, and the State Health Insurance Assistance Program. Works closely with grant funders, overseeing programs' budgets and reporting, and ensuring contract/grant compliance.
- As a hands-on manager, administers, monitors, and continuously improves JCA's wide range of Information Services programs. Supervises staff and ensures optimal administration and operation of the current programs including multiple grant-funded projects and contracts with public entities while ensuring that as many seniors and adults of all ages with disabilities as possible can access service options in the region to get them where they need and want to go.
- Works closely with Program Directors of all JCA programs.
- Establishes and implements new marketing strategies as well as synergistic relationships with other organizations to grow programs and otherwise serve local seniors and caregivers in need.
- With approval of the Chief Executive Officer, establishes standards of excellence for each of the Information Services Programs, and then measures program performance and manages resources to achieve performance goals, including excellence in client satisfaction, cost efficiency and cost recovery.
- Works closely with advisory committees of the JCA Board and with the Board itself, serving as the JCA's most senior and knowledgeable resource on information services and mobility management for seniors and family caregivers.
- As appropriate, serves as the chief staff support to Board Advisory Committees.
- Represents Information Services programs and JCA overall before diverse organizations in the Greater Washington area.
- As a member of Senior Staff, helps to set the vision, pace, culture and program mix of the JCA organization.
- Annually or more often as needed, develops budget and timelines for Information Services programs. Ensures that deliverables are on time and within JCA and contract budgets. Collaborate effectively with JCA's Department of Finance and Administration.
- Maintains timely records of program operations for granting agencies and others.
- Collaborates with the Development Department staff to secure Information Services-related grants funding from public and private institutions.

- Carries out all duties and responsibilities in a manner that protects the health information of JCA clients and that conforms to all state, county and federal rules, regulations or requirements of law related to client health information or privacy rights. This obligation will survive the termination of employment or the end of association with JCA regardless of the reason for such termination. (For current staff, violations of the privacy policies and procedures may result in sanctions up to and including termination.)
- Performs other related duties as assigned.

**MINIMUM REQUIREMENTS/QUALIFICATIONS:**

- At least seven years' experience in managing complex community service programs for older people or disabled adults.
- Demonstrated capability to establish and achieve demonstrable program objectives, foster teamwork with diverse staff, make tough decisions and implement decisions promptly.
- Experience managing social service contracts at the federal, state or local level.
- Outstanding ability to maximize limited resources, develop program budgets, and forecast and control variances.
- Outstanding ability to plan and direct workflow to meet deadlines and multiple workplace demands.
- Strong computer skills including expertise in using Excel, Word, Acrobat, and Outlook required. Working knowledge of social service databases preferred.
- Experience managing a diverse, mission-driven staff team.
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**Compensation and Benefits:** JCA offers a competitive compensation and benefits package including a 403(b); 100% company-funded Defined Contribution Retirement Plan after 2nd year; health and dental plans available to those working over 20 hours weekly; life insurance; short and long-term disability insurance; paid time off to include company and individual holidays, vacation, and sick leave.

TO APPLY: Email a **cover letter and resume** with subject line of **your last name/CIS Director** to [srock@accessjca.org](mailto:srock@accessjca.org)

*JCA believes in equal opportunity for all workers, regardless of age, and that 50+ workers should have a level playing field in their ability to compete for and obtain jobs. Recognizing the value of experienced workers, we have proudly signed the AARP “Work Reimagined Pledge” — a promise to*

*recruit across diverse age groups and to consider all applicants on an equal basis as we hire for positions within our organization.*

*It is the policy of the Jewish Council for the Aging of Greater Washington, Inc. to prohibit discrimination on the basis of race, sex, sexual orientation, gender, gender identity, gender expression, color, national origin, religion, age, veteran status, political affiliation, genetics, or disability in the recruitment, selection, hiring and promotion of its staff. Moreover, reasonable accommodations are available to persons with disabilities during application and or interview processes in accordance with the Americans with Disabilities Act. JCA intentionally seeks diversity in our staff, reflecting the diversity in our community.*

Posted November 27, 2024. Open until filled.