



## **SENIOR COMMUNITY SERVICES JOB DESCRIPTION**

**JOB TITLE:** Program Manager for Household and Outdoor Maintenance (HOME)

**REPORTS TO:** Director of HOME

**FUNCTION:** Manage HOME Program operations and assist the Program Director in the oversight, growth and ongoing development of HOME Services supporting the mission and vision of Senior Community Services (SCS)

### **DUTIES & RESPONSIBILITIES:**

- Champion diversity, equity, and inclusiveness and ensure that our strategies are always in alignment with this
- Assist the Director and HOME team in developing, planning, and implementing short and long-range goals in alignment with the agency strategic plan
- Supervise office staff in Wright and Sherburne Counties including Program Assistant, Volunteer and Outreach Coordinator and office volunteers. Hire new staff as needed.
- Manage the process and be responsible for answering phone inquiries, completing intake for new clients, scheduling work requests for clients and following up on job completion
- Place ads, follow up with applicants, interview and hold orientations for all field staff (paint, repair, cleaning, lawn/snow). Monitor performance of field staff and contracted workers
- Manage the process for maintaining worker files and timesheets, and prepare payroll documents twice a month for independent contractors and employees
- Schedule and/or assign independent contractors, employees and volunteers (as needed) to complete jobs for clients
- Oversee the data entry of client data, job tickets, and jobs completed. Compile accurate statistical and demographic information for monthly, quarterly, and yearly reports. Maintain client files
- Assist with developing, coordinating and implementing public relations, marketing and communications plan
- Provide presentations and community education on the HOME program as needed
- Manage the coordination of volunteers in the office and in the field as needed to support the volunteer coordinator
- Oversee the staff who provide home visits and conduct home visits for new clients as needed
- Consult with case managers and Billing Assistant to set up clients for insurance billing
- Other duties as assigned

### **OUTREACH AND DEVELOPMENT RESPONSIBILITIES:**

- Marketing to and recruitment of clients, employees, volunteers and community partners working in coordination with the Volunteer and Outreach Coordinator and the marketing department

- Actively engage in the community:
  - Presentations/meetings: to include community centers, senior groups, faith-based organizations, city meetings, corporations, schools and others as needed
  - Distribute literature on the HOME program and Senior Community Services
- Manage the reporting requirements for records of all outreach contacts, follow-up and outcomes, to be reported quarterly based on funding guidelines to the Director
- Work with the HOME Director and Development Coordinator to identify and secure new funding sources. Assist with grant writing, budget development and reporting as needed
- Assist with developing, coordinating and implementing outreach activities, marketing, communications and donor plans in collaboration with agency staff

## **QUALIFICATIONS:**

- Passion for the mission and vision of SCS
- Experience working with older adults
- Three or more years' experience in program management preferred
- Strong interpersonal and communication skills and the ability to work effectively with a wide range of constituencies in a diverse community
- Appointment scheduling skills (between volunteers, workers and clients)
- Able to work in a collaborative setting in our senior center
- Self-motivated, able to manage multiple priorities and make decisions
- Excellent communication skills, enthusiasm for written communication
- Microsoft Office applications proficiency (Excel, Word, TEAMS and Outlook)
- Ability to learn online databases
- Positive attitude and a team player
- Strong organizational skills.
- Ability to be flexible in approach and schedule
- Ability to be calm and compassionate working with the elderly and their caregivers both in-person and over the phone
- Occasional evening and weekend work required
- Must have a valid driver's license and automobile available, local travel will be required
- Must be able to lift 20 pounds and set up for events
- Four-year degree in related field strongly preferred
- Must be able to pass reference and background check

## **SALARY RANGE AND HOURS:**

Position is based on 40 hours per week based out of our office located in the Crow River Senior Center in St. Michael, Minnesota.

Salary range of \$53,000-\$60,000 based on experience. We offer a generous benefit package and the flexibility to do some work remotely.

Send resume to:

Jon Burkhaw, HOME Program Director ([j.burkhaw@seniorcommunity.org](mailto:j.burkhaw@seniorcommunity.org)) by June 29<sup>th</sup>, 2026

**Household and Outdoor Maintenance**  
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