

**P.O. Box 224**

**Lancaster, PA 17608-0224**

apply@lancasterdowntowners.org

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**Position:** Executive Director

**Responsible to:** Downtowners Board of Directors  
(Board President), in collaboration with  
Landis Communities

**Full-Time  
Equivalent:** 0.5

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**Lancaster Downtowners Vision:** A welcoming, caring community of seniors that supports independence, social connection and learning.

**Mission:** To encourage independent living and enhance the quality of life for seniors living in Lancaster by providing our members with access to services and social networks.

**Qualifications:**

- Bachelor's degree in social work, gerontology, human services or related field.
- Minimum of 5 years direct experience in human services or related field, with interest in the field of aging and understanding of laws and regulations that affect service to older people.
- Proven administrative ability and experience.
- Demonstrated commitment to supporting a high quality of life in the aging process.
- Excellent communication skills, with the ability to build rapport and relationships, build partnerships and represent the organization in the community.
- Ability to work well independently and problem-solve effectively.
- Must be flexible, organized and motivated.
- Proficiency in MS Office (Word, Excel, PowerPoint) and database technology.

**Assignment Description:**

Lancaster Downtowners is a grass-roots, non-profit 501c3 organization with a membership of 200 households and an average member age expected to approach 80 in the next 5 years. A part-time Executive Director is being hired in anticipation of changing member needs, with a goal of helping members stay in their homes as they age. The Executive Director, in close consultation with the Lancaster Downtowners Board of Directors, will be responsible for member relations, community outreach, member and volunteer information management, and member resources. The Executive Director will complement the existing Just One Call volunteer service program to provide more robust resources and support for members. The Executive Director will increase the presence and visibility of Lancaster Downtowners in the community and will draw awareness to aging-related issues. The Executive Director will also work in cooperation with the Board on budgeting and fundraising.

**Landis Communities Relationship**

Lancaster Downtowners and Landis Communities have entered into a Collaborative Partnership to support each other's goals of enabling individuals to remain in the homes of their choice and live quality, meaningful lives. Under this partnership, Lancaster Downtowners receives administrative support from Landis Communities including payroll and benefits administration; and as such, the Executive Director is employed by Landis Communities. The Executive Director is responsible to Lancaster Downtowners and its Board of Directors, in addition to Landis Communities policies and responsibilities as outlined in the employee handbook.

The Executive Director will be located in an office space in the Steeple View Lofts building in downtown Lancaster, where s/he will benefit from a co-working environment with Landis Communities staff.

**Responsible To:**

Board of Directors (Board President will supervise the Executive Director), for outcomes desired by Lancaster Downtowners. Responsible to Landis Communities for compliance with policies. Day to day support will also be provided by Landis Communities as needed.

**Working Hours:**

Part-time, exempt position (20 hours per week).

**Responsibilities:**

**Member Relationship Management (40%)**

- Build and maintain relationships with individual members by initiating regular visits and communication, including initial assessment of new member needs and interests. Maintain members' awareness of benefits offered by Lancaster Downtowners, and their sense of connection to Lancaster Downtowners.
- In collaboration with Just One Call Committee, develop and implement a system of regular contact with all member households that can anticipate and respond to needs of members (including home-care needs).
- Provide consultation with members and their families as appropriate, to review member needs.
- Promote active and broad participation by members/volunteers in all areas of the Downtowners work.
- Regularly attend Lancaster Downtowners program events.

**Information Management (20%)**

Ensure accurate tracking of member data and volunteer hours/data:

- Maintain updated member information in database, including volunteer services requested and significant life changes that could impact lifestyle and support needs.
- In collaboration with Just One Call Coordinator and Just One Call Committee, maintain updated volunteer information in database (i.e. volunteer interests, services provided).
- In collaboration with Membership, Just One Call and PR/Marketing Committees, develop a "database" of stories and testimonials provided by Downtowners members.
- Obtain updated member information annually (i.e. contact information, emergency contact information)
- Maintain official records and documents and ensure compliance with applicable regulations and organizational by-laws.
- Identify and encourage volunteers who assist in maintaining and updating database information.

**Member Resourcing and Advocacy (20%)**

- Maintain a working knowledge of significant resources, developments and trends in the field of aging.
- Research, compile, evaluate and regularly update resource/referral information regarding health-care, home care and other service providers in the community. Adjust and modify as necessary to meet members' needs.
- Follow up with members who are utilizing health-care and/or home-care services, to ensure their needs are being met and quality of life is maximized.

**Community Visibility and Relationships (10%)**

- Build relationships with health-care and home-care providers, seeking out opportunities for alliances that could benefit members. Work in cooperation with the Board to negotiate contracts with vendors wishing to provide services or programs to Lancaster Downtowners.
- Raise community awareness of Downtowners and issues related to aging and quality of life.
- Explore a partnership with a local university Social Work department which could provide interns. Interview, select and supervise any intern(s) who serve Lancaster Downtowners.

**Board and Committee Relationships and Support (10%)**

- Implement Board plans and decisions, ensuring that programs and services are consistent with overall Village mission objectives.
- Communicate effectively with the board and provide, in a timely and accurate manner, necessary information for the board to make informed decisions.
- Regularly attend Board meetings.
- Maintain communication with Downtowners Just One Call Coordinator and Just One Call Committee to ensure timely follow-up on member needs and volunteer interests.
- Collaborate with Downtowners Membership Committee on member recruitment and follow-up with new members based on their interests and needs.
- Collaborate with Downtowners Program Committee to suggest and coordinate program events offered to members, and with the Service Providers Committee on vendor referrals.
- Provide input to the board and Treasurer in preparing the annual budget. Operates within the budget guidelines.
- Participate in organization’s fundraising activities, in cooperation with Board and Fundraising Committee.

**Position Working Conditions**

- Physical Requirements: Daily walking, standing, sitting, climbing stairs, talking and hearing in person and on phone, vision for close work and depth perception, and occasionally lifting up to 20 pounds. Occasional driving of a car.
- Schedule Considerations: Provides approximately 10 hours per week of regularly scheduled office hours. Allows for the remaining hours to be flexible to meet the needs of Lancaster Downtowners.

Team Member Signature: \_\_\_\_\_ Date: \_\_\_\_\_