

WILLIAMS CENTER DIRECTOR

DEPARTMENT: Williams Adult Day Center

SUPERVISOR: Chief Executive Officer

Approved by: Chief Executive OfficerDate: August 2026

FLSA: Exempt

POSITION SUMMARY

The Williams Center Director supervises the overall operation of the Adult Day Center. The position is responsible for providing general oversight and leadership around the care and activities of participants and their care partners, the engagement of volunteers and other community groups, the administrative and business operation functions, and food service areas assuring compliance with all Adult Day Care and Day Health Standards of the State of North Carolina. Position promotes and drives implementation of strategic partnerships and relationships within and outside of the Generations Center and works with CEO in setting and implementing strategic vision for the Williams Center and serves as a member of the Senior Services Leadership and Program Leaders team; as such position helps drive vision, values, and culture across the agency; building conditions and executing strategies for growth and continued leadership across Senior Services.

QUALIFICATIONS**Education, Experience, Training:**

Minimum of two years of formal post-secondary education from an accredited institution, or a high school diploma/equivalent with a minimum of five years of experience and training in services to older adults or adults with disabilities. Minimum of five years of supervisory experience. Bachelor's Degree or RN certification preferred. Experience working with older adults living with memory loss or in an adult day center setting strongly preferred. CPR/First Aid Certification required.

Knowledge, Skills, Ability:

- Excellent leadership and supervisory skills
- Ability to lead and work as part of a multi-disciplinary team
- Ability to set, monitor, and reach program goals
- Strong interpersonal skills, with proven ability to build and maintain relationships with a diverse array of people, groups, and partners (including internal and external collaborative partners).
- Strong attention to detail and ability to ensure accuracy and timely completion of work
- Ability to prioritize and manage multiple projects, tasks, and work streams simultaneously
- Superb organizational skills
- Ability to handle sensitive information in a confidential manner

Physical Requirements:

Sedentary work with some driving and walking. Repetitive motion, close visual acuity, talking, listening. Not substantially exposed to adverse environmental conditions.

ESSENTIAL FUNCTIONS

75% Provides oversight to all areas of Day Center operation; ensures clear and consistent communication between each team at the Day Center and between program staff and larger Senior Services organization; works with staff to develop and coordinate daily program functions and activities (including ensuring a smooth, complete and comprehensive assessment, admission, orientation, referral, discharge, programming, and communication process for participants and families); ensures maximum engagement of Day Center staff, volunteers and participants in collaborative programmatic offerings taking place throughout the Intergenerational Center for Arts and Wellness, collaborates with Senior Services CEO to set goals and objectives for the Adult Day Center and works with staff to ensure those goals are met; ensures that revenues and expenses are in line with budget and works to maximize participation and enrollment; monitors and adjusts utilization of funding sources, ensures timely and accurate reporting of day center information; serves as primary liaison between Administrative office and adult day center; maintains compliance with all local and state certification standards for adult day health care; creates and maintains a supportive, high quality adult day center environment that utilizes best practices in dementia and senior care and is responsive to care partner and participant needs.

15% Coordinates annual CACFP, VA, and DSS re-certifications; develops policies, procedures, forms, and files for the effective and efficient operation of the center; responsible for recruitment, leadership, training, supervision, support, and discipline of staff; coordinates staff engagement and team building activities; conducts staff performance evaluations for direct reports; oversight of interns, students, volunteers and guests of the center.

10% Creates, maintains, and supports partnerships between community, Generations Center partners, and adult day program. Support and execute activities that build awareness about the Williams Center. Promotes the Williams Center and Senior Services through community engagement activities, speaking events, tours, and participation in fundraising functions. Represents Senior Services at community meetings and conferences, as needed.

SUPERVISORY RESPONSIBILITIES

Provides direct supervision for members of the departmental leadership team. In collaboration with others as appropriate, interviews and hires new personnel; provides training, work direction, and problem solving to staff; sets goals and objectives; evaluates and provides feedback; administers coaching, corrective actions, and terminations as necessary; supervises and maintains records for interns and students.

AUTHORITY/ACCOUNTABILITY

Responsible for maintaining a safe, effective center environment that meets the needs of participants and caregivers. Accountable for ensuring continued use of best and promising practices in senior care and staff training and education. Accountable for meeting annual budget parameters and program goals; as well as for confidentiality of participant information and working with Center staff to ensure timely and regular communication with family caregivers. Meets regularly with CEO and other Senior Services staff, as needed, to set goals, share progress, and information about status of the center.

PROBLEM SOLVING

Resolves issues regarding compliance and regulations, funding, staffing, caregiver concerns, program changes and reporting.

Employee Signature

Date